

# Explanation of Services and Choice of Service Options

All participants are assigned a SP3 SC which meets face-to-face with individual and LAR and assists in service planning, service authorization and service monitoring

SP3 SC describes the services that are available in the Pilot

- Therapy and Professional Care Services**
- i. Behavior Support
  - ii. Enhanced Behavior Support
  - iii. Behavioral Health Crisis Intervention Services
  - iv. Physical Therapy
  - v. Occupational Therapy
  - vi. Speech-language Pathology
  - vii. Cognitive Rehabilitative Therapy
  - viii. Dental Care
  - ix. Peer Support Services
  - x. Specialized Therapies

- CORE Services**
- i. Personal Assistance Services
  - ii. Habilitation Services
  - iv. Nursing Services
  - v. Assisted Living Services
  - vi. Adult Foster Care

- Community Services**
- i. Employment Assistance
  - ii. Supported Employment
  - iii. ISS/Day Hab
  - iv. Community Support Transportation
  - v. Housing Supports
  - vi. Respite

- Other Services**
- i. Medical Supplies
  - ii. Minor Home Modifications
  - iii. Adaptive Aids
  - iv. Home Delivered Meals
  - v. Innovative Technologies
  - vi. Transportation Vouchers

During the meeting, SP3 SC explains that all participants receive Pilot services through the Network Model. Participants may choose the Network Model exclusively, or may choose an additional option for the delivery of their services: Enhanced Care Management Option, Consumer Directed Services Option, or both. These service delivery options define the types of supports that a person receives to manage their services

**Network Model**

**Enhanced Care Management (ECM) Option**

Person chooses one or more CORE service from the Comprehensive Service Provider (CSP) Agency. ECM Option includes the Enhanced Care Management Service benefit

The CSP Agency ensures delivery of each LTSS and acute care service delivery, including transportation, through the provision of Enhanced Care Management

Person's plan may include services through a CSP Agency, some services through the CDS option, and/or some services directly through the Network Model

When a person's plan is a combination of ECM, CDS and/or Network, Enhanced Care Management is provided by the CSP Agency when the CSP Agency is chosen to provide CORE Services

All SP3 participants choose services from MCO network of providers

Persons may select an additional level of support through the ECM option, or may select an additional level of decision making through the Consumer Directed Services (CDS) option

**Consumer Directed Service (CDS) Option**

Person chooses services that are self-directed by the person/LAR and credentialed by the FMSA. CDS Option includes the Support Consultation and FMSA benefits

Person hires and manages the people (employees of the person) who provide the Pilot services. FMSA contracts with the MCO, pays the employees, and pays federal and state employer taxes

Person's plan may include services through a combination of the CDS option, ECM option and Network Model

When a person needs help being the employer, the person may choose Support Consultation, an optional CDS service provided by a support advisor

<b>Benefit</b>	<b>Definition</b>	<b>Network</b>	<b>CSP</b>	<b>CDS</b>
<b>Adaptive Aids</b>	<p>Adaptive aids and medical supplies are specialized medical equipment and supplies, including devices, controls, or appliances that enable members to increase their abilities to perform activities of daily living, or to perceive, control or communicate with the environment in which they live.</p> <p>Limits: \$10,000 per Individual Service Plan year</p>	Yes	Yes	Yes
<b>Adult Foster Care</b>	<p>Adult foster care provides 24-hour living arrangements and personal care services and supports for persons who, because of mental, physical, or behavioral conditions, are unable to live independently. Adult foster care services are provided in accordance with the person-centered service plan.</p> <p>Limitation: Home cannot have more than three residents for Pilot.</p>	Yes	Yes	No
<b>Adult Foster Care Provider Agency</b>	<p>AFC Provider Management includes recruitment of appropriate AFC providers, initial and ongoing training to ensure AFC providers understand AFC services and how to respond to the needs of SP3 participants and oversees the day-to-day management of AFC providers. Oversees the day-to-day management of AFC providers. AFC Provider Management is required to understand AFC health and safety guidelines and assist AFC providers. <b>HHSC needs to clarify if this is used in conjunction with AFC service. Is this a one-time billing event?</b></p>	Yes	Yes	No
<b>Assisted Living</b>	<p>Assisted living services are personal care, homemaker, and chore services; medication oversight; and social and recreational programming with therapeutic benefits provided in a homelike environment in a licensed community facility in conjunction with residing in the facility. This service includes 24-hour on-site response staff to meet scheduled or unpredictable needs in a way that promotes maximum dignity and independence, and to provide supervision, safety, and security. Limited to apartment model only.</p> <p>Limitation: Efficiency, single and double occupancy apartments only for Pilot.</p>	Yes	Yes	No

<b>Audiology</b>	Audiology provides assessment and treatment by licensed audiologists and includes training and consultation with an individual's family members or other support providers. <b>HHSC needs to clarify this benefit as available in state plan. Is this CLASS benefit? Or HCPCS? Also in Head injury services. In STAR+PLUS Waiver it is primarily for hearing assessment and hearing aids.</b>	Yes	Yes	Yes
<b>Behavioral Supports</b>	Behavior supports includes specialized services and interventions using a positive behavior approach that assist a Participant demonstrating significant challenges in the areas of behavior, social, and communication skills empowering the person based upon their strengths to self-manage. Services include specialized services and interventions designed to acquire functional skills, increasing adaptive behaviors, and replacing or modifying maladaptive or socially unacceptable behaviors that prevent or interfere with the individual's inclusion in their home and community settings.	Yes	Yes	Yes
<b>Behavioral Support Specialist</b>	Specialist coordinates services to ensure continuity with enhanced behavioral health services.	Yes	Yes	Yes
<b>Cognitive Rehabilitation Therapy</b>	Assists a Participant in learning or relearning cognitive skills lost or altered because of damage to brain cells/chemistry in order to enable the member to compensate for the lost cognitive functions.	Yes	Yes	Yes
<b>Dental</b>	Services provided by a dentist to preserve teeth and meet the medical need of the Participant. Limits: \$5000 per individual service plan year	Yes	Yes	Yes
<b>Dietary Services</b>	Dietary services is the provision of nutrition services	Yes	Yes	Yes
<b>Emergency Response Services</b>	Services provide Participant with an electronic device that enables certain Participants at high risk of institutionalization to secure help in an emergency. May also be wearable portable "help" button to allow for mobility.	Yes	No	No
<b>Employment Assistance Services</b>	Service to help the individual locate paid employment in the community, assist an individual in self-employment opportunities, assistance in exploring job interests, and assistance in acquiring work related skills necessary for the individual to become employed and maintain employment.	Yes	Yes	Yes
<b>Enhanced Behavioral Family/ Caregiver Coaching Services</b>	Service that helps families and caregivers in identifying their strengths and to discover constructive ways to address situations that may be causing concern. This service assists families/caregivers in identifying areas of concern (e.g.	Yes	Yes	Yes

	medication changes and accessing psychiatrists) and that may need additional clinical assessments and team consideration.			
<b>Enhanced Behavioral Extended Substance Use Disorder Services</b>	Services are specialized services to meet the needs of adults with IDD, traumatic brain injury, or similar functional needs who have or are at risk of developing substance use disorders. The service is as an enhancement to the State plan substance use disorder benefit.	Yes	Yes	Yes
<b>Enhanced Behavioral Peer Supports</b>	Service to help the person to identify their strengths to develop psychosocial and interpersonal skills used in problem resolution, to access a desired level of community integration, and to identify community based social, recreational, or educational opportunities that enhance quality of life and support the person's goals. Provided by person with lived experience or self-advocate.	Yes	Yes	Yes
<b>Enhanced Behavioral Therapeutic In Home Respite</b>	Service provides relief for the primary caregiver; however, the activities are therapeutic in nature and are developed by licensed clinical staff. This service is provided by a trained behavioral direct support professional within the person's primary home. Therapeutic in-home respite services may be provided with or without the primary caregiver in the home.	Yes	Yes	Yes
<b>Enhanced Behavioral Therapeutic Out of Home Respite</b>	Therapeutic support service provided in a safe environment with staff on-site providing 24-hour supervision to a person who is demonstrating a crisis that cannot be stabilized in a less intensive setting. Services is short term stabilization, assessment, and identification of appropriate interventions. Facilities where therapeutic out of home respite services can be offered will be small, calm, and home-like.	Yes	Yes	Yes
<b>Enhanced Care Management</b>	Service available to SP3 participants that choose the Comprehensive LTSS Provider Service Model and choose to have daily support to ensure all services and supports are provided.	No	Yes	No
<b>Enhanced Medical Services</b>	Service provides assistance with ADLs and IADLs in addition to more complex medical tasks delegated by a registered nurse. An attendant providing enhanced medical supports requires advanced training and experience.	Yes	Yes	Yes
<b>Financial Management Services</b>	Services provide assistance to a Participant with managing funds associated with the services elected for self-direction. The service includes initial orientation and ongoing training related to responsibilities of being an employer and adhering to legal requirements for employers.	Yes	No	Yes

<b>Home Delivered Meals</b>	Services provide a nutritionally sound meal to a Participant.	Yes	Yes	Yes
<b>Housing Supports</b>	Services includes two components, individual housing transition services and individual housing and tenancy sustaining services and will be part the person-centered planning process.	Yes	Yes	Yes
<b>Housing Transition Services</b>	Services provide direct support and assistance with activities and processes associated with a person's preparation for and transition to housing	Yes	Yes	Yes
<b>Individual Directed Goods and Services</b>	<p>Services, equipment or supplies not otherwise provided through this waiver or through the Medicaid state plan that address an identified need in the service plan (including improving and maintaining the participant's opportunities for full membership in the community) and meet the following requirements:</p> <ul style="list-style-type: none"> <li>• the item or service would decrease the need for other Medicaid services; AND/OR promote inclusion in the community; AND/OR</li> <li>• increase the participant's safety in the home environment; AND,</li> <li>• the participant does not have the funds to purchase the item or service, or the item or service is not available through another source.</li> </ul>	Yes	No	Yes
<b>Individual Housing and Tenancy</b>	Sustaining services support persons to maintain tenancy once housing is secured, and to assist persons with the social and adaptive skills necessary to reside on their own. The availability of ongoing housing-related services in addition to other long-term services and supports promotes housing success, fosters community integration and inclusion, and develops natural support networks	Yes	Yes	Yes
<b>Individualized Skills and Socialization</b>	Services including personal assistance for individuals who cannot manage their personal care needs during individualized skills and socialization activities and assistance with medications and the performance of tasks delegated by a registered nurse in accordance with the Texas Board of Nursing rules. The service provides habilitative services focused on helping an individual increase independence and autonomy.	Yes	Yes	Yes
<b>Minor Home Modifications</b>	Minor home modifications are physical adaptations to a residence, indicated on the individual service plan, that are necessary to ensure the member's	Yes	No	Yes

	health, welfare and safety, or that enable the member to function with greater independence in the home.			
<b>Nursing</b>	Services that are within the scope of the Texas Nurse Practice Act and are provided by a registered nurse or licensed vocational nurse (under the supervision of a registered nurse), licensed to practice in the State. Nursing services provided cover nursing tasks associated with ongoing chronic conditions such as medication administration and supervising delegated tasks.	Yes	Yes	Yes
<b>Occupational Therapy</b>	Service provides assessment and treatment by a licensed occupational therapist or occupational therapy assistant supervised by a licensed Occupational Therapist.	Yes	Yes	Yes
<b>Personal Assistant Services</b>	Services provide assistance to Participants in performing activities of daily living, instrumental activities of daily living and health maintenance activities based on the Participant's needs.	Yes	Yes	Yes
<b>Habilitation</b>	Service includes acquisition, maintenance, and enhancement of skills necessary for the individual to accomplish activities of daily living, instrumental activities of daily living, and health-related tasks.	Yes	Yes	Yes
<b>Protective Supervision</b>	Service to assure the health and welfare of a member with a cognitive impairment, memory impairment or physical weakness. Service is authorized by the managed care organization and assures supervision of the member during instances in which the member's informal support is unavailable.	Yes	Yes	Yes
<b>Physical Therapy</b>	Services are specialized techniques for evaluation and treatment related to functions of the neuro-musculo-skeletal systems provided by a licensed physical therapist or a licensed physical therapy assistant, directly supervised by a licensed physical therapist.	Yes	Yes	Yes
<b>Remote Supports</b>	Remote monitoring includes the monitoring of a person in his or her residence by staff using one or more of the following systems: live video feed, live audio feed, motion sensing system, radio frequency identification, web-based monitoring system, or other device approved by the commission. The system shall include devices to engage in live two-way communication with the individual being monitored as described in the individual service plan. Each	Yes	No	No

	type of remote monitoring must be agreed to by the person based on informed consent.			
<b>Respite</b>	Service available on an emergency or short-term basis to relieve those persons normally providing unpaid care for a SP3 member unable to care for himself or herself. <b>HHSC to clarify units of service for in-home/out-of-home. Clarify that the location for out-of-home must meet the HCBS settings rule. (Specifically, NF as allowed for STAR+PLUS Waiver or an ICF).</b>	Yes	Yes	Yes
<b>Specialized Therapies (Removed in HB1, Article 7, Amendment 78)</b>	Specialized therapies are services to promote skills development, maintain skills, decrease inappropriate behaviors, facilitate emotional well-being, create opportunities for socialization, or improve physical and medical status (40 Tex. Admin. Code §45.103(111).  Massage therapy, Recreational Therapy, Music Therapy, Aquatics, Therapeutic horseback riding Art therapy	Yes	Yes	Yes
<b>Speech</b>	Service provides assessment and treatment by a licensed speech-language pathologist or licensed assistant in speech-language pathology.	Yes	Yes	Yes
<b>Support Consultation</b>	Service provided for person with Consumer Directed Services provided by a support advisor and provides a level of assistance and training beyond that provided by the FMSA through FMS or CFC support management.	No	No	Yes
<b>Supported Employment</b>	Services that are provided, in order to sustain competitive employment, to an individual who, because of a disability, requires intensive, ongoing support to be self-employed, work from home, perform in a work setting at which individuals without disabilities and individuals with disabilities are employed. Individuals receiving supported employment must earn at least minimum wage (if not self-employed).	Yes	Yes	Yes
<b>Community Transportation Attendant Service</b>	Attendant service is a transportation benefit to support SP3 participants participation in community activities according to their person-centered service plan.	Yes	Yes	No

<b>Community Transportation Voucher</b>	Transportation vouchers is transportation designed to support SP3 participants to participate in community activities according to their person-centered service plan. <b>HHSC needs to provide clarification if this can be provided in conjunction with Community Transportation Attendant Service? Is Community Transportation the same as Public Transportation?</b>	Yes	Yes	No
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\*A CSP may contract with an MCO for any benefit that they choose to provide.

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## **Protocol for Presenting STAR+PLUS Pilot Program Service Delivery Options**

**PURPOSE:** To define steps taken to ensure that pilot participants understand the benefits and service delivery options, or Service Delivery Option, available in the STAR+PLUS Pilot Program (SP3). The participant's Medicaid Managed Care Organization (MCO) assigns a SP3 Service Coordinator to explain the benefits and service delivery options.

### **SERVICE ARRAY**

SP3 Service Coordinator provides the ***Explanation of Services and Choice of Service Options Pilot Workflow*** flyer. **[Attachment A]**. Service Coordinator explains that SP3 benefits fall into four categories: Therapy and Professional Care Services, Core Services, Community Services, and Other Services.

SP3 Service Coordinator provides an oral and written explanation of the available benefits. This may be in a brochure format using the attached ***STAR+PLUS Pilot Benefits with Service Delivery Options*** table. **[Attachment B]**. SP3 Service Coordinator explains that everyone in the Pilot will receive their acute care services through their Medicaid Managed Care Organization (MCO) Network unless they have Medicare coverage for acute care services. Doctor visits, x-rays, medications, diagnostic tests, and medical equipment are examples of acute care services received through the MCO Network.

### **SERVICE DELIVERY OPTIONS**

- SP3 Service Coordinator explains that there are three service delivery Options for how a pilot participant will receive Pilot long-term services and supports, and the SP3 Coordinator will help the participant access the services in the way that best meets their needs and preferences.
- SP3 Service Coordinator explains that everyone in the Pilot can receive services through their Medicaid Managed Care Organization (MCO) Network. A pilot participant may choose to receive their pilot services with a MCO network provider. This is option one, Network Service Delivery Option. Pilot participants may choose an enhancement to the Network Service Delivery Option by choosing to receive Enhanced Care Management provided by a Comprehensive Service Provider. This is option two: Enhanced Care Management Service Delivery Option. Lastly, a pilot participant may choose an alternative to the Network Service Delivery Option by choosing to self-direct services through Consumer Directed Services. A pilot participant chooses a Financial Management Service Agent from the MCO, but hire, train, and manage their own providers. This is option three: Consumer Directed Services Delivery Option.
- The SP3 Service Coordinator may use the Grocery Store narrative analogy explanation of the Pilot Service Delivery Service Delivery Options.

**Analogy:** Imagine that Pilot is like your favorite Grocery Store. When you need groceries, you always shop at your favorite Grocery Store, but you have options for how you get your groceries. Option 1 is to drive to the Grocery Store, grab a basket and pick the items from the shelves. This is like the Pilot Network Service Delivery Option: you pick the services that you need from the 'shelves' that hold the MCO Network of providers. Option 2 is to place an order on-line for pickup. This is like the Pilot Enhanced Care Management Option. The Grocery Store employee is your personal shopper. He knows what you need and will make sure that you get the groceries you ordered at customer pick-up. Having a personal shopper is like having an Enhanced Care Manager who makes sure that you get your services.

Option 3 is to go to a Farmer's Market and picking your own food items. This is like the Pilot Consumer Directed Services Option. You are choosing, or directing, who your food producers are.

### **NETWORK SERVICE DELIVERY OPTION**

**Description** for SP3 Participants and/or LAR: For the Network Service Delivery Option, a pilot participant creates a very individualized support plan by choosing the provider agency for each service on their plan from their MCOs network of providers. Choosing the Network Service Delivery Option allows a participant to decide the agency that they believe can be the best for each service on their plan. Each provider agency that a participant chooses handles all aspects of the service(s) they are responsible for delivering. A participant's SP3 Service Coordinator will help them with the following decisions: what services the participant needs; what provider agencies are available for the participant to choose from; and which provider agency does the participant want for each service on their plan. After the participant's plan is in place, the participant's SP3 Service Coordinator will ensure that they are getting the help they need and that they are satisfied with their services.

**Responsibility of the Provider Agency:** Each agency that the pilot participant chooses from the MCO Network will

- Maintain a contract with the participant's MCO and follow the rules of that contract
- Select, schedule and manage the people paid to help the participant with input from the participant about their needs
- Set wages and benefits for the people paid to help the participant
- Manage time sheets, payroll and employment records

### **ENHANCED CARE MANAGEMENT (ECM) SERVICE DELIVERY OPTION**

**Description** for SP3 Participants and/or LAR: For the Enhanced Care Management Option, a pilot participant chooses an agency contracted with their MCO to provide pilot services and chooses to receive the benefit called Enhanced Care Management. When a pilot participant chooses this Service Delivery Option, they are typically receiving a service that they need on a daily or frequent basis. These are the Core Services provided by a Comprehensive Service Provider agency. In addition to a Core Service, a pilot participant will receive the Enhanced Care Management benefit. The Comprehensive Service Provider will employ and assign an Enhanced Care Manager, someone who will help the participant get all of the services on their plan, help coordinate their health care, help them get to where services are delivered, and help them get to their doctor appointments. The Enhanced Care Manager will coordinate with the participant's SP3 Service Coordinator to ensure that they are getting the help they need and that they are satisfied with their services.

**Responsibility of the Comprehensive Service Provider:** A pilot participant's Comprehensive Service Provider will

- Maintain a contract with the participants MCO and follow the rules of that contract
- Select, schedule and manage the people paid to help the participant with input from the participant about their needs
- Set wages and benefits for the people paid to help the participant

- Manage time sheets, payroll and employment records
- Employ and assign an Enhanced Care Manager who will
  - Provide daily support to ensure the participant is getting the SP3 services and health care that they need
  - Coordinate with the participant's SP3 Service Coordinator for service planning, implementation and follow up
  - Assist in crisis to access emergency and/or enhanced services

### **CONSUMER DIRECTED SERVICES OPTION**

**Description** for SP3 Participants and/or LAR: For the Consumer Directed Services (CDS) Option, a pilot participant hires and manages the people who provide the pilot services. Choosing the Consumer Directed Services Option allows the pilot participant more control over their pilot services if they are able and willing to take some of the responsibility. In the Consumer Directed Services Option, the pilot participant chooses to manage their service plan with the help of their SP3 Service Coordinator and the FMSA.

**Responsibility of the SP3 Participant:** Pilot participant and/or LAR will:

- Hire and train their own employees
- Decide how much to pay employees, with SP3 rates
- Make the schedules for employees
- Send time sheets to a financial management services agency (FMSA)
- Select an FMSA that will
  - Maintain a contract with the participant's MCO program and follow the contract rules
  - Pay the participant's employees
  - Pay federal and state employer taxes for the participant

## Q & A STAR+PLUS Pilot Program Service Delivery Options

**PURPOSE:** These questions and answers may help a Pilot participant choose the service delivery option that best matches their needs and preferences.

### **NETWORK OPTION**

**Q:** Can I keep my current staff? **A:** Yes, if your staff are employees or contracted workers with a provider agency, or that is willing to become employed with provider agency, that is in your Medicaid program's network. Your Pilot Service Coordinator will help you to identify the provider agency that employs your current staff. **Example:** Your current Personal Assistance Service/Habilitation (PAS/HAB) provider works for "Happy Hearts and Homes". You and your Pilot Service Coordinator check the MCO Network list and learn that "Happy Hearts and Homes" is active for PAS/HAB. You select "Happy Hearts and Homes" as your PAS/HAB provider agency and keep you current staff. **Example:** Your current PAS/HAB provider does not work for the Network agency that you have chosen. Your current PAS/HAB provider can apply with the Network agency you have chosen, and you can request your provider, keeping your same staff.

**Q:** How many different provider agencies can I have on my plan? **A:** You may have as many different service provider agencies as there are services. **Example:** Your current plan includes five services and five provider agencies, one for each of the five services.

**Q:** If a provider agency contracted with my MCO does not employ my current staff, how can I keep my staff and still participate in the Pilot? **A:** You may choose to employ your staff directly through the Consumer Directed Services Option, or you may choose an agency through the Network Option or Enhanced Care Management Option, and ask the agency to contract with your current staff. **Example:** You may choose Consumer Directed Services for PAS/HAB, and choose the in-network provider agencies for Therapies and Community Services on your plan.

**Q:** Can I receive Enhanced Care Management in the Network Option? **A:** Yes. You can choose this arrangement in the Enhanced Care Management Option and Network Option. **Example:** You could choose a Comprehensive Service Provider agency and Enhanced Care Management service for your PAS/HAB and your other services through the Network Option. Your Enhanced Care Manager and Pilot Service Coordinator will collaborate and assist you with service planning and monitoring.

**Q:** Can you provide an example of a Pilot participant choosing the Network Option?

**A:** Consider the story of Mary.

*Introduction:* Mary is a 49-year--old Caucasian female who resides with her friend, Claire, in a two bedroom, two bath apartment home. Mary is enrolled in the STAR+PLUS Pilot and is choosing the Network Option for the delivery of her Pilot benefits.

*Needs:* Mary has right sided spasticity to her upper extremity, but not to her right leg. Mary has learned to accommodate for this condition when completing most activities of daily living. She walks unassisted, prepares light meals, and completes housekeeping chores, but may require assistance with fine motor skills, her attention to details, and independent living skills. Mary is easily flustered, and concrete in her thought processes. She can follow simple directions, but may require verbal prompts or written instructions to complete an activity with multiple steps. Mary may become confused in new situations and easily frustrated when she does not understand expectations or new situations.

*Strengths/Preferences:* Mary's strengths include her long-term friendship with Claire, her enthusiasm to be independent and do for herself, and ability to understand simple written and verbal communications. Mary is affable and trusting and while this results in positive interactions with others, she prefers limited exposure to others. Mary enjoys going on car rides with her friend Claire and volunteering one day a week at the local plant nursery. Mary also enjoys participating in activities at her church.

*Goals:* Mary wants to live with Claire in the apartment they share, to take public transportation, to use a computer, and to work part-time in a Garden Center.

*Service Plan:* Mary will work with her Pilot Service Coordinator to develop her service plan and choose her service providers. Mary's service plan includes the following:

- Personal Assistance Services (PAS) and Habilitation for developing independent living skills and a routine she can follow independently for her self-care and IADLs. The Habilitation plan includes strategies to develop independent living skills for maintaining her apartment lease, paying bills, managing a budget, accessing places in her community accesses, exploring a community computer class and accessing public transportation.
- Individualized Skills and Socialization services for developing independent living skills. The Individual Skills and Socialization plan includes strategies to for learning to read, following a bus schedule, creating field trips in the community using public transportation, and seeking prevocational and vocational skill development opportunities.
- Employment Assistance for developing an Individual Employment plan to pursue a competitive, integrated employment in the community.

*Pilot Option Summary:* Mary will choose providers from her MCO network provider list for the benefits she needs: PAS/HAB, Individualized Skills and Socialization, and Employment Assistance. The Pilot Service Coordinator will assist Mary with service planning and access.

## **ENHANCED CARE MANAGEMENT (ECM) OPTION**

**Q:** Can I choose my staff? **A:** Your staff will be employees, or contracted workers, with your provider agency. You will want to choose a Comprehensive Service Provider agency who agrees to employee or contract the staff you choose. **Example:** Today, you receive PAS/HAB through your MCO, and your cousin contracts with the Home Health Agency to provide your PAS/HAB. In the Enhance Care Management Option, your cousin would instead contract with, or be employed by, the Comprehensive Service Provider of your choice.

**Q:** Can I choose a Comprehensive Service Provider for my Core Services and choose Consumer Directed Services for some of my other services? **A:** Yes. In this situation, the Enhanced Care Manager will coordinate with you and the Pilot Service Coordinator for oversight of the services delivered through the CDS option. **Example:** The Comprehensive Service Provider would provide your PAS/HAB (Core Service) and Individual Skills and Socialization, and Transportation, and you would employ a therapist, through Consumer Directed Services, to provide Behavior Supports.

**Q:** Can I choose Consumer Directed Services for my Core Services and choose a Comprehensive Service Provider for my other services? **A:** Yes. You can choose this arrangement in the Consumer Directed Services Option. **Example:** You would receive PAS/HAB (Core Service) through the Consumer Directed Services Option, and you would use the Network Option, selecting a Comprehensive Service Provider from the MCO Network to provide Supported Employment and Transportation (Community Supports).

**Q:** Can you provide an example of a Pilot participant choosing the Enhanced Care Management Option?

**A:** Consider the story of Jane.

*Introduction:* Jane is a 57 year-old woman with a diagnosis of Moderate Intellectual Developmental Disability (IDD). Jane lives in her family home with her elderly mother in a rural area. Jane is enrolled in the STAR+PLUS Pilot and is choosing the Enhanced Care Management Option for the delivery of her Pilot benefits.

*Needs:* Jane fractured her leg in 2021, and has required standby assistance when walking since the injury. She uses a walker for short distances, and a wheelchair when leaving the home. The injury has also caused a loss of independence and self-care. She requires assistance with bathing, dressing and grooming. Due to mobility issues, she is using adult briefs for toileting and uses a catheter. Jane and her mother struggle to keep up with appointments, schedules, and the daily tasks the home health nurse recommends. Transportation is an issue due to the road to her house not being accessible by public transportation.

*Strengths/Preferences:* Jane's strengths include her strong family support system. She has adult children who visit frequently, and extended family members who live nearby. She enjoys visiting with family, neighbors and church members when her health permits. Jane likes to cook, but changes in her mobility have limited her access in the kitchen.

*Goals:* Jane wants to live with her mother, to be independent and mobile in her home, to follow her doctor's orders, and to be active in her church and community.

*Service Plan:* Jane will work with a Comprehensive Service Provider and her Enhanced Care Manager to coordinate her services and to provide services. Jane's service plan includes the following:

- Physical Therapy for an assessment to determine individualized needs for a wheelchair and walker.
- Occupational Therapy for an assessment to determine individualized needs for bathroom access, including any potential minor home modifications.
- Nursing for managing and coordinating Jane's overall health care.
- Dental for annual exam and cleanings.
- Community Transportation Attendant Service for doctor appointments (psychiatrist, neurologist, orthopedist, OB/GYN, urologist, and PCP) and for accessing community activities.
- Respite for providing a break to Jane's mother, who is 84 and needs a break from Jane's care on days when she is feeling tired.
- PAS/HAB for assistance with activities of daily living and maintaining independence in her home.
- Enhanced Care Management for coordinating services to meet Jane's complex needs. Jane has a lot going on in her life: recovery, isolation, complex medical needs, and an aging caregiver. She needs someone to check in with her and her mother daily, and who will step-in when Jane may need extra support.

*Pilot Option Summary:* Jane will choose a Comprehensive Service Provider from her MCO Network. She will receive the Enhance Care Management benefit to assist her with access, delivery and monitoring of all Pilot benefits and healthcare. The Pilot Service Coordinator will assist with service planning and will communicate routinely with Jane's Enhanced Care Manager.

## **CONSUMER DIRECTED SERVICES OPTION**

**Q:** Can I keep my current direct care worker? **A:** Yes, if your direct care worker meets the qualification to provide the service, and your FMSA maintains their qualifications for payment. **Example:** Your FMSA will verify the credentials and perform background checks for your current direct care worker. You will hire your direct care worker to provide the services on your plan that they are qualified to provide.

**Q:** Can I hire a family member to be my service provider? **A:** Yes, you can hire a family member as the service provider, but the family member may not be the employer of record with the FMSA. The Pilot Service Coordinator will review the specific rules with you. **Example:** Your mother is employer of record with the FMSA, and you may not hire her to provide PAS/HAB. However, your mother may hire another family member to provide PAS/HAB.

**Q:** What Pilot services can I direct? **A:** You may choose to self-direct all of the services on your plan with the exception of Adult Foster Care, which requires that you reside with a contracted Pilot program adult foster care home provider, and Assisted Living, which requires that you reside in licensed community facility. **Example:** Your service plan includes PAS/HAB, Nursing and Behavior Supports. You would hire a direct service worker for PAS/HAB, a Registered Nurse for Nursing and Behavior Analyst for Behavior Supports. Your FMSA will verify the credentials and perform background checks all three staff, and pay your staff based on timesheets or billing logs that you submit.

**Q:** Can I choose Consumer Directed Services Option for some services on my plan but choose an agency to manage employees for some of the other services? **A:** Yes, you would choose to self-direct some services in the Consumer Directed Services Option, and choose an agency to manage employees in either the Enhanced Care Management Option or the Network Option. **Example:** You could self-direct Supported Employment and transportation through the Consumer Directed Services Option and select an agency to direct nursing and behavioral supports through the Network Option.

**Q:** Can I receive Enhanced Care Management in the Consumer Directed Services Option? **A:** No. When you choose the Consumer Directed Services Option, you are choosing to manage your service plan with the help of your Pilot Service Coordinator and the FMSA. However, the CDS Option includes an optional service called Support Consultation. This optional service allows you to hire a support adviser to help you with employer paperwork and other employer responsibilities. **Example:** Your Pilot Service Coordinator will assist you in selecting a FMSA, developing your plan, and making changes to your plan. Your FMSA will verify the credentials of the people you choose to hire, do background checks, and do payroll and taxes. You may rely on your FMSA to help you with negotiating wages with your staff and completing employment paperwork, or you may choose to hire a support advisor to help you with these tasks.

**Q:** Can you provide an example of a Pilot participant choosing the Consumer Directed Services Option?  
**A:** Consider the story of Jaime.

*Introduction:* Jaimie is a 26-year-old young man who lives with his family outside of the city. Jaimie experienced a traumatic brain injury at the age of 14. Jaime is enrolled in the STAR+PLUS Pilot and is choosing the Consumer Directed Services Option for the delivery of his Pilot benefits.

*Needs:* Jaime has limited motor skills and is wheelchair dependent for mobility and unable to transfer without assistance. He needs extensive assistance with his ADL and IADLs, and he qualifies for Community First Choice program. His cousin, John, has been his paid attendant for the past year for PAS/HAB. Jaime has significant dysarthria making it challenging for others to understand his speech.

*Strengths/Preferences:* Jaimie's strengths are his friendliness and big smile. He is easy going and willing to try new things Jaimie has a friend, Carl, a young man he met at church. Carl visits with Jaimie a couple of times per week. Jaime uses mobility-assisted technology to access his computer-based speech generating language system. Jaimie uses an infrared device that attaches to his head and allows him to

point to letters and pictures, producing words. He is working to expand his usage of the system to form sentences.

*Goals:* Jaimie wants to improve his communication so others understand him, to participate in young adult outings with his church, and to expand his social circle.

*Service Plan:* John will work with his Pilot Service Coordinator and FMSA to develop his service plan. The FMSA will help him to place ads and to recruit a back-up attendant when his cousin and parents want time off from caregiving. Jaime's service plan includes the following:

- Speech Therapy for developing higher skills using his communication system. Jaime plans to hire an independent Speech Therapist. This therapist, when employed by a large agency, previously worked with Jaimie.
- Independent Skills and Socialization for exploring resources through his church and local community college for social opportunities with peers.
- Dental for annual exam and cleanings.
- Community Transportation Attendant Service for accessing community activities.
- PAS/HAB for assistance with activities of daily living and maintaining independence in his home.

*Pilot Option Summary:* Jaimie wants to manage his own services using the Consumer Directed Services Option. He will choose a FMSA provider from his MCO Network. The Pilot Service Coordinator will assist with service planning and will communicate routinely with Jaime's FMSA to ensure delivery of planned services.