

# An Overview of Self-Direction Services, Personal Care Assistant (PCA) and The Personal Preference Program (PPP)

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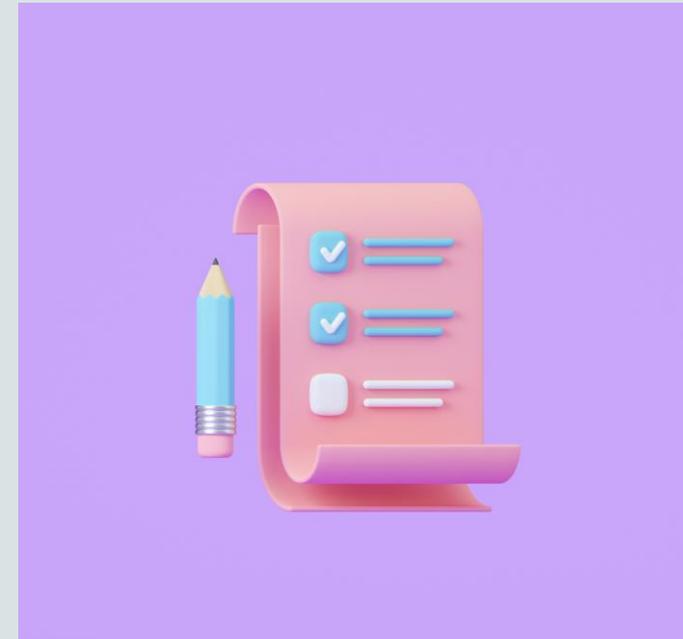
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# Agenda

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- Overview of Self-Directed Services
- What is a Personal Care Attendant (PCA)?
- What is the Personal Preference Program (PPP)?
- Overview of Supports Brokerage



# Self- Direction

- Self-directed services means having decision-making authority over certain services and take direct responsibility to manage those services with the assistance of a system of available supports.
- The self-directed service delivery model is an alternative to traditionally delivered and managed services, such as an agency delivery model.
- Self-direction of services allows participants to have the responsibility for managing all aspects of service delivery in a person-centered planning process.
- Self-direction promotes personal choice and control over the delivery of waiver and state plan services, including who provides the services and how services are provided. For example, participants are afforded the decision-making authority to recruit, hire, train and supervise the individuals who furnish their services.



# But you Don't Have to Self-Direct Alone

## Built-in Guidance and Support

When it comes to being an employer, people who self-direct are not required to figure everything out on their own. Instead, support is available every step of the way. Federal Medicaid rules require certain supports to be in place in Medicaid-funded self-direction. Supports include:

- **Financial Management Services** helps participants manage payroll and other administrative responsibilities.
- **Information and Assistance (I&A)** helps people develop spending plans based on their budget allocation and learn how to be an effective employer.
- **Representatives** are available for any individual who wants to self-direct but is unable or unwilling to perform employer duties themselves. For example, children who self-direct typically have a parent or guardian serve as the employer.
- Supports help ensure **self-direction is accessible to everyone**, regardless of their age or disability.



# Self-Direction Support Guidelines

- A supports broker/consultant/counselor must be available to each individual who elects the self-direction option.
- Financial Management Services (FMS) must be available to assist individuals in exercising budget authority. Individuals can perform some or all of the FMS functions themselves.
- The State Medicaid Agency SMA is tasked with having in place a system of continuous quality assurance and improvement.



# Self-Direction Guidelines

## Self-Direction Guidelines

Each Medicaid funding authority has different guidelines but all authorities, share some common characteristics:

- Person –Centered Planning Process
- Service Plan
- Individualized Budget
- Information and Assistance in Support of Self-Direction



# What are Self-Directed Services?

- It's an alternative to an agency delivered model (provider managed)
- The person, not provider, has the authority to hire, screen, train and supervise their own staff (SDE).
- The person can use a financial management services agency ( Fiscal Intermediary FI) (Example: PPL)
- In New Jersey people can self -direct all or some of their services which include:
  - Self Directed Employees
  - Accessing programs, classes or services in the community



# What's the Difference Between Provider Managed Services and Self-Directed Services?

## *PROVIDER MANAGED SERVICES*

- A professional identifies the type of supports provided by the organization.
- Traditional agencies take responsibility for employing direct support professionals.
- Professionals determine the support strategies implemented by service providers.

## *SELF- DIRECTED SERVICES*

- The person hires, trains and supervises their own staff and accesses community resources.
- The person is the expert at identifying needs, preferences and desired services and supports.
- The person directs the support strategies they want to put in place

# Self –Directed Services

## *Self-Directed Services available through a self-directed employee:*

- Community Based Supports
- Individual Supports-Hourly
- Interpreter Services
- Respite
- Supports Brokerage
- Transportation - Self-Directed Employee

## *Self-Directed Services available through a community vendor:*

- Assistive Technology
- Environmental Modification
- Goods and Services
- Natural Supports Training
- Transportation – Single Passenger
- Vehicle Modification



# Self-Directed Services Available Through a Community Vendor

- Classes within the general public
- Garage door opener for access to home
- Assistive Technology
- Natural Supports Training
- Transportation
- Vehicle Modification
- Durable medical equipment
- Fingerprinting, drug testing costs needed to be considered for a job and not covered by DVRS
- Activity Fees
- Environmental Modifications

And other options.....



# Self-Directed Services and Provider Services

- People can use a mixture of both Self-Directed Services AND Provider Managed throughout their plan so they can achieve their goals.
- Some people can self-direct ALL their support services.



# Using Both Self-Directed Services and Provider Services

## Traditional Provider Managed

- Day Habilitation
- Supported Employment

## Self-Directed Services

- Classes
- Respite
- Gym
- Volunteerism



# What is a Fiscal Intermediary (FI)

FI is a private company contracted to manage payments to Self-Directed employees and goods and services vendors from funds granted by the Division of Developmental Disabilities.

## What Do They Do?

- Supply and Process the forms needed to complete employer enrollment and employee hiring.
- Provide training on FI program rules
- Ensure employer and employee tax issues
- Process and issue employee and vendor payments
- For more information about Fiscal Intermediary visit:

<https://www.nj.gov/humanservices/ddd/individuals/community/selfdirected/>



# Choosing a Self-Directed Employee/Fiscal Intermediary Model

If you choose to hire a Self-Directed Employee (SDE), you need to select which SDE service model is best.

There are two available models to choose from:

- Vendor Fiscal/Employer Agent- [Public Partnership \(PPL\)](#)
- Agency with Choice- [Easterseals \(AWC\)](#)



# What Are The Difference Between The Two SDE Models?

## Public Partnerships (PPL)

- The person receiving services must enroll as the employer of record and obtain a federal Employer Identification Number (EIN).
- No health benefits available with this model.
- State pays the cost that covers the program.
- You validate all documentation
- You terminate employees

## Easterseals (AWC)

- With Easterseals they are the employer of record and hold the EIN.
- Health benefits are available for employees when you go with Easterseals.
- State pays what they pay PPL and then additional money comes out of the person's budget.
- All documentation is validated by AWC
- With guidance AWC terminates employees

# Agency with Choice -Easterseals

- The Agency with Choice program approach allows for delivering home and community-based services, increasing choice and authority over how and from whom an individual receives services. In other words, they are the employer, and you are a co-employer.
- This model is an alternative to more traditional provider-managed services. Self-direction provides an opportunity for participants to manage the organization of the support and services they elect to receive, supported by their Support Coordinator through the person-centered planning process.
- For more information visit: <https://www.financialmanagementservices.org/why-agency-with-choice/>



# Public Partnerships (PPL)

- Public Partnerships can serve as a fiscal intermediary when a person decides to self-direct their services.
- The PPP also provides fiscal management services to assist you with the financial aspects of the program. PCG Public Partnerships, LLC (PPL) is the fiscal intermediary (FI) for the PPP, and is responsible for handling payroll responsibilities, acting as a bookkeeping service, processing time sheets and issuing paychecks to your workers.
- For more information visit: <https://pplfirst.com/programs/new-jersey/nj-ddd-self-directed-option/>

# Personal Care Attendant (PCA)

- PCA services are non-emergent, on-going health related tasks performed by qualified staff in a NJ FamilyCare eligible beneficiary's home.
- The purpose of the program is to accommodate long-term/chronic or maintenance health care, as opposed to short-term skilled care as is provided under NJ FamilyCare's home health program.
- The number of hours authorized is based upon medical necessity, as determined by a nursing assessment.

# PCA Services May Include Assistance with the Following:

## Activities of Daily Living (ADLs) may include, but are not limited to:

- care of teeth and mouth
- grooming, such as care of hair, including shampooing
- shaving, and the ordinary care of nails
- bathing in bed, in the tub or shower
- using the toilet or bed pan
- assistance with feeding
- assistance with dressing
- ambulation indoors and outdoors, when appropriate
- helping the beneficiary in transferring from bed to chair or wheelchair, in and out of tub or shower.

PCA services may include assistance with the following:

**Instrumental Activities of Daily Living** (IADLs) may include, but are not limited to:

- planning, preparing and serving meals
- relearning household skills
- accompanying the beneficiary to clinics, physician office visits and/or other Medicaid reimbursed service trips made for the purpose of obtaining medical diagnosis or treatment to otherwise serve a therapeutic purpose (cannot use aide's personal car)

# PCA services may include assistance with the following:

## Household Duties (essential to the beneficiary's health and comfort) may include, but are not limited to:

- care of the beneficiary's room and areas used by the beneficiary (sweeping, vacuuming, dusting)
- care of kitchen, including maintaining general cleanliness of refrigerator, stove, sink and floor, dishwashing
- care of bathroom, including maintaining cleanliness of toilet, tub, shower and floor
- care of beneficiary's personal laundry and bed linens
- necessary bed-making and changing of bed linen with beneficiary in or out of bed
- rearranging of furniture to enable the beneficiary to move about more easily in his or her room
- listing food and household supplies needed for the health and maintenance of the beneficiary
- shopping for above supplies, conveniently storing and arranging supplies and doing other essential errands

**Assistance with household duties can not be performed as a stand-alone service.** Such assistance is only available when the beneficiary also requires assistance with ADLs or IADLs.

# Who's Eligible for PCA Services?

Eligibility: In order to qualify for PCA services, recipients must:

- Obtain a doctor's order to receive the service (do not have to be permanently disabled).
- Live in a community-based residence (private home, apartment, rooming house, or boarding home) or group home, supervised apartment or other congregate living program where personal care is not provided as a part of the service package included in the living arrangement.
- Have a documented need for hands-on personal care.



# How Do I Access PCA Services?

PCA services are administered directly through a members NJ FamilyCare managed care organization (MCO). To apply for services, please contact your MCO directly.

- [Amerigroup](#)
- [Horizon NJ Health](#)
- [UnitedHealthcare Community Plan](#)
- [WellCare](#)
- [Aetna](#)



# Personal Preference Program

The New Jersey Personal Preference Program (PPP) offers an alternative way for NJ FamilyCare members who qualify for the Personal Care Assistant (PCA) services benefit to remain in their home and active in their community, and **does not** require the use of a home health care agency.



# What is the Difference between PCA and PPP

- PCA - Uses an agency hired assistant hired by the managed care plan.
- PPP - The individual or their guardian can choose the care provider, including a parent, other relative or friend.
- That's the difference!

# Personal Preference Program

Long standing Medicaid benefit provided by the Division of Medical Assistance and Health Services (DMAHS)

- This service is only available to individuals enrolled in Medicaid
- It's available to individuals who need assistance with Activities of Daily Living (ADLs);
- And approved to receive in-home personal care assistance (PCA) services

***It's an alternative to having a home health agency employee coming into the home.***



# Personal Preference Program

- Services are non-emergency, health related tasks through NJ FamilyCare. Tasks include help with activities of daily living (ADLs) and with household duties essential to the patient's health and comfort, such as bathing, dressing, meal preparation, and light housekeeping.
- Through a monthly budget, you work with a financial consultant to develop a monthly budget, through which you will decide the services you need and the individuals and/or agencies you wish to hire to provide the identified services. If you are cognitively impaired or unable to make decisions on your own, you can choose an authorized representative to assist you.
- The PPP also provides fiscal management services to assist you with the financial aspects of the program. PCG Public Partnerships, LLC (PPL) is the fiscal intermediary (FI) for the PPP, and is responsible for handling payroll responsibilities, acting as a bookkeeping service, processing time sheets and issuing paychecks to your workers.
- The PPP requires greater individual responsibility, but offers greater control, flexibility and choice over services a person receives.



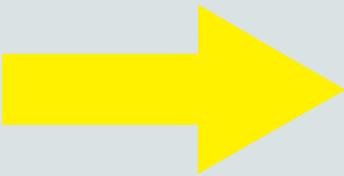
# PPP Applicants Must Be:

- NJ FamilyCare eligible
- Approved for Personal Care Assistant Services (PCA) and need PCA services for at least six months.
- Able to self-direct services or choose a representative who can act on his/her behalf.

# Referrals to the Personal Preference Program

- Families or individuals interested in applying for PPP
- should contact their Managed Care Organization
- (MCO)
- • Each MCO has a different process for initiating PPP
- • After receiving an assessment for PCA services,
- individuals will receive options counseling, reviewing both agency and self-directed care
- • Individuals can then elect to self-direct their care.



MCO  PPL

- Once you have decided to self-direct your care, your MCO will create a referral to Public Partnerships (PPL) to start the enrollment process using your assessment, your MCO will determine the amount of services you are eligible for and the services you are eligible for will be turned into a monthly budget amount.
- ***This is known as “cashing out” your PCA Medicaid benefit***

# What can you use your monthly PPP Budget for?

- Employment of individuals, including family members, to provide personal assistance;
- Cleaning services from private companies to clean your home's personal areas including bedroom, bathroom, kitchen, etc.;
- Errand service to assist with banking, shopping, post office and other types of routine tasks; and,
- Laundry service from a laundromat or other provider.
- Services from a home health agency;
- Equipment, small appliance, technology or other items that increase independence (e.g., microwave oven or washing machine); and,
- Supplies and equipment that promote or enhance independence that are not covered by Medicaid.



# Why Choose the Personal Preference Program?

## *PPP allows you to:*

- Choose the home care services you want;
- Hire workers, including people you know/trust such as friends, relatives and neighbors;
- Schedule services to meet your individual needs;
- Exercise greater independence and control over your life.

# Supports Brokerage

People who self-direct some or all of their services may choose to use Supports Brokerage services to assist with arranging, directing, and managing their self-directed services. Supports Brokerage is only available to people who self-direct some or all of the services in their Individualized Service Plan (ISP). Supports Brokerage is different than, and does not replace, the person's Support Coordination services. Supports Brokerage services can be provided by an agency approved by DDD and Medicaid or by a Self-Directed Employee



# What Does a Support Broker Do?

- Directs and manages self-directed services.
- identifies immediate and long term needs, developing options to meet those needs and accessing identified supports and services.
- Builds the skills needed to direct and manage program services (providing information on recruiting and hiring personal care workers, managing workers and providing support with problem-solving).
- Provides information to ensure that participants understand the responsibilities involved with directing their services.
- For more information about Supports Brokerage download the Supports Program Manual: <https://bit.ly/3WeiTQN>



# Some Examples of Supports Brokerage Activities

- Research and map a neighborhood and community for people, places and events that may be of interest to the person.
- Identify gatekeepers, those people who are "in the know" about resources in their neighborhood and community.
- Facilitating introductions and conversations that welcome the person supported into community places and events.
- Assess a particular event or venue to adequately prepare for the person's participation. Network and engage neighbors and community members as appropriate.

# Comparing Support Coordination and Supports Brokerage

## Support Coordinators will:

- Provide resources to the person related to their outcomes.
- Facilitate and author the Person Centered Planning Tool and the Individualized Service Plan.
- Develop outcomes with planning team members.
- Inform person of services available to achieve outcomes.
- Submit revisions to the plan if the person's needs to make a change in their plan.
- Facilitate discussions to determine the need for a Self -Directed Employee (SDE).
- Ensure that hourly wages fall within "reasonable and Customary" and can be supported by the person's budget.
- Add SDE services into the ISP.
- Document specific training needs in the ISP.
- Ensure all services are listed with appropriate service codes, rates and timeframes.
- Monitor plan and updates accordingly.

## Support Brokers will:

- Research and secure natural and community resources related to outcomes, hopes, dreams and what is important to the person.
- Assist with the coordination and implementation of resources.
- Work collaboratively with the person's Support Coordinator and team members.
- Bring outcomes to life.
- Assist in pursuing and obtaining available services.
- Help with monitoring a person's budget.
- Participate in discussions with determining the need for an SDE.
- Assist the person with the SDE process.
- Support and assist the person in managing the SDE.
- Assist the person to comply with Medicaid requirements including the SDEs documentation of service delivery activities.
- Assist with the organization, review, and maintenance of documentation.



# Some takeaways

- **Flexible, Person-Centered, and Cost-Effective**
- Self-directed services are a flexible, person-centered, and cost-effective alternative to nursing homes, other institutional settings, and more traditional, agency-driven home and community-based services.
- In self-direction, typically **the participant is the legal employer of their staff.**
- Participants often choose to **hire family members and friends to provide needed services.**
- Often, states also include options to **purchase goods and services that can reduce the individual's need for ongoing services. For example, a participant who uses a wheelchair might choose to purchase a front-facing washing machine and dryer, which would reduce their ongoing need for a worker to assist with laundry.**
- In Medicaid programs, the specific services and supports that can be self-directed depend on the state in which the participant lives. Nationally, services that are most often self-directed include **personal care, transportation, and respite.**



# Resources

- [Medical Assistance Customer Centers](#)
- [Supports Brokerage](#)
- [Supports Brokerage Fact Sheet](#)
- [Personal Care Services](#)
- [Agency with Choice](#)
- [Public Partnerships](#)
- [Self-Direction](#)
- [PPP Frequently Asked Questions](#)
- [Personal Preference Program](#)
- [Supports Program Manual](#)

