



Frequently Asked Questions (FAQs) CAP Front Porch Chat July 17, 2025

Q. During in-person CAP assessment visits conducted by NCLIFTSS, is the applicant or primary caregiver provided information on who can be the paid caregiver?

A. During assessment visits, the nurse assessor provides general information about the CAP waiver in terms of waiver service and options available. The nurse assessor does not discuss service planning or who will be paid.

Q. How is the unavailability of caregivers determined under the consumer directed care model?

A. The CAP case manager is responsible for assisting waiver participants with identifying an agency. The beneficiary or family can provide the names of agencies to the case manager, but the case manager should begin the conversation with the agency and write down or receive a notice from the agency that services can't be provided at the specific time of asking. The case manager will evaluate this information during their monthly and quarterly contacts.

Q. What are the requirements regarding the recency of personnel action forms submitted by an employer?

A. The personnel action form needs to be current. A personnel action form for a new request to a paid legally responsible person that is over 365 days old may not indicate the current challenges of the family dynamics. The physician order and medical document may be able to support the inability to work due to significant and complex medical special needs of the beneficiary.

Q. Can two different aides be reimbursed separately for a beneficiary's care?

A. The employer of record (EOR) determines the pay rate for each worker based on the worker's skills and experience.

Q. Once someone has already been established able to care for beneficiary as the legal guardian, are there ongoing requirements or renewals to be met?

A. A legally responsible person is required to meet at least one of the five extraordinary circumstances to serve as the paid caregiver. Each extraordinary circumstance has specific criteria that must be met. The case manager evaluates the designated criterion and supporting documentation, where applicable, to determine whether the criterion was met.

Q. Can a guardian of an extremely high needs child be a paid caregiver?

A. Within the CAP/C and CAP/DA programs, a legally responsible person can serve as a paid caregiver if they meet at least one of the five extraordinary circumstances. A legally responsible person is required to meet at least one of the five extraordinary circumstances to serve as the paid caregiver. Each extraordinary circumstance has specific criteria that must be met. The case manager evaluates the designated criterion and supporting documentation, where applicable, to determine whether the criterion was met.



HEALTH

Q. Why are parents required to meet extraordinary criteria to serve as paid caregivers under consumer direction, while other individuals may be hired without meeting those same conditions?

A. A legally responsible person is required to meet at least one of the five extraordinary circumstances to serve as the paid caregiver. In North Carolina, a legally responsible person has a legal obligation to care for and make decisions for an individual.

Q. How long is a parent allowed to serve as a paid caregiver under the consumer direction model? And how often is this reviewed?

A. Each extraordinary circumstance has specific criteria that determines the length of time the extraordinary circumstance is in effect. The case manager will monitor the criteria during monthly/quarterly contact with the beneficiary and legally responsible person.

Q. Could you clarify the review frequency of the extraordinary criteria being met?

A. Each extraordinary circumstance has specific criteria that determines the length of time the extraordinary circumstance is in effect. The case manager will monitor the criteria during monthly/quarterly contact with the beneficiary and legally responsible person.