



# Front Porch Chat: Community Alternatives Program Services

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July 17, 2025



# Housekeeping

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Who This Is For: Community Alternatives Program (CAP) Medicaid Beneficiaries and their families

Today's Presentation:

- The presentation will last 30 minutes.
- After that, we'll have 15 minutes for questions.
  - This is your time to ask anything you want to know about today's topics.
  - You can type your questions in the Q&A chat at any time.

At the End:

- There will be a short survey for you to fill out.
- A recording of this presentation and the slides will be shared on the NCLIFTSS website, which is run by Acentra Health.



# Today's Discussion Topics

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- Using Community Alternatives Program (CAP) services to meet your everyday needs

## **Today's Presenters:**

Dr. Shenita Ross, NCLIFTSS Community Alternatives Program for  
Children (CAP/C) Program Manager

Sarah Kelly, NCLIFTSS Community Alternatives Program for Disabled  
Adults (CAP/DA) Program Manager



# Setting up the Right Help at Home

Having regular dependable services to help with daily tasks or nurse care is key to keeping CAP beneficiaries:

- ✓ Healthy
- ✓ Comfortable
- ✓ Cared for in the way they need most

When you know what kind of help you need and what services match those needs, you can build a person-centered care plan. This plan helps make sure you get support with bathing, eating, household tasks and moving around in the home and community.



# Building your Person-Centered Plan of Care

Knowing the differences between in-home supportive services in the CAP waivers.

- Low assistance needs
  - CAP In-home Aide
  - Personal assistant services
- Intermediate to high assistance needs
  - Pediatric nurse aide
  - CAP In-home Aide II
  - Personal assistant services
- Skilled assistance needs
  - Attendant nurse care
  - Nurse respite



# Building your Person-Centered Plan of Care

**CAP In-home Aide** and **Personal assistant services** are in-home support services that help people with everyday activities.

Examples of these activities are:

- Bathing, dressing, toileting, eating, mobility, errands, laundry, supervision, etc.

How to get these services?

- CAP In-home Aide – provider agency
- Personal assistant services – consumer direction



# Building your Person-Centered Plan of Care

**CAP In-Home Aide II and Pediatric Nurse Aide (PNA)** are in-home support services that help people with everyday activities.

Examples of these activities are:

- Using oxygen, wound care, I.V. fluids, suctioning, toileting, eating, mobility, errands, laundry, supervision, etc.

How to get these services?

- CAP In-home Aide II and Pediatric nurse aide – provider agency
- CAP In-home Aide II and Pediatric nurse aide – consumer direction



# Building your Person-Centered Plan of Care

**Attendant nurse care and Nurse respite** are in-home supportive services that help with hands-on nurse tasks that include assessment of nursing needs.

Examples of these nurse tasks:

- Ventilator (vent) care, giving medicine as needed (PRN meds), trach (tracheostomy) care, help with serious bowel or bladder issues, seizure care, etc.

How to get these services?

- Attendant nurse care – consumer direction
- Nurse respite – provider agency and consumer direction
- Private duty nursing – Medicaid through a provider agency





# Who Can Provide These Services?

Service	Who Can be Hired?	Hiring Agency	CAP Waiver
CAP In Home Aide I (IHA)	CNA I Legally Responsible Person (LRP)	Provider Agency	CAP/C CAP/DA
CAP In Home Aide II (IHA)	CNA I CNA II LRP Delegated UAP	Provider Agency Consumer Direction	CAP/DA
Pediatric Nurse Aide (PNA)	CNA I CNA II LRP Delegated UAP	Provider Agency Consumer Direction	CAP/C
Attendant Nurse Care (ANC)	Nurse	Consumer Direction	CAP/C
Personal Assistance Services	Person meeting competency validation	Consumer Direction	CAP/C CAP/DA



# Hiring Requirements

- ***Hired by a provider agency:***
  - *Must meet all hiring requirements*
  - *Legally responsible person can be hired by an agency when all hiring requirements and extraordinary conditions are met*
- ***Hired through consumer direction:***
  - *Pass a skills test (competency evaluation)*
  - *Pass a background check (criminal and health care registry)*
  - *Complete yearly training for consumer direction*
  - *Legally responsible person can be hired through consumer direction when extraordinary conditions are met*



# Hiring Requirements

## ***Extraordinary circumstances requirements:***

There are no trained caregivers (CNAs) available in the person's county or nearby counties through a home health or in-home aide agency due to a lack of qualified providers, and the CAP beneficiary needs a lot of help every day (extensive to maximal help) with bathing, dressing, toileting and eating daily to prevent moving into a care facility.

- ✓ Proof that many agencies were contacted, but no qualified workers were available
- ✓ Assessment shows extensive to max assistance is needed with all Activities of Daily Living (ADLs)
- ✗ Chooses not to accept a qualified provider
- ✗ Assessment shows age appropriate or the person can do most daily tasks on their own or only needs a little help (like reminders or setup)



# Hiring Requirements

## ***Extraordinary circumstances requirements:***

- The CAP beneficiary requires short-term isolation, 90-days or less, due to experiencing an acute medical condition/health care issue and needs a lot of help every day (extensive to maximal help) with bathing, dressing, toileting and eating daily to prevent moving into a care facility.
- ✓ Physician order or treatment order
- ✓ Approval is granted for only the duration of the isolation order
- ✓ Assessment indicates extensive to max assistance with ADLs
- ✗ Doctor's note
- ✗ Assessment indicates age appropriate or independent with ADLs or only need set up, supervision, cueing or limited support



# Hiring Requirements

## ***Extraordinary circumstances requirements:***

The CAP beneficiary requires physician-ordered 24-hour direct observation and, or supervision specifically related to the primary medical condition(s) to keep them safe and healthy and to help them stay at home instead of going to a care facility, and the legal guardian is not able to maintain a full or part-time job due to missing time from work to monitor and, or supervise the CAP beneficiary; leave work during the day to help with the management of the CAP beneficiary's monitoring or supervision needs; or they lost their job because of these needs.

- ✓ Physician's order
- ✗ Physician's note or letter of support
- ✓ Personnel action forms from employer
- ✗ Quit job



# Hiring Requirements

## ***Extraordinary circumstances requirements:***

The CAP beneficiary has special health needs that only their legal guardian can take care of, as indicated by doctor's report shows they need a lot of help with things like bathing, getting dressed, using the bathroom and eating. This care is important to keep them safe and healthy and to help them stay at home instead of going to a care facility.

- ✓ A doctor's report (medical documentation)
- ✓ An assessment shows the person needs a lot of help (extensive to maximum help) with ADLs
- ✗ Just a doctor's note by itself
- ✗ Assessment indicates age appropriate or that shows the person can do most daily tasks on their own or only needs a little help (like reminders or setup)
- ✗ Medical papers that don't clearly show the person has special health needs that only the legal guardian can handle



# Hiring Requirements

## ***Extraordinary circumstances requirements:***

Other documented extraordinary circumstances not already listed that could put the person's health or safety at risk and might lead to them needing to live in a care facility.

- ✓ Doctor's treatment order
- ✓ Public health emergencies
- ✓ Family disaster
- ✓ Each case is looked at one by one, based on the person's needs
- ✗ Doctor's note
- ✗ Papers that don't clearly show how care from the LRP transfer from a provider will help the person stay out of a care facility



# What You'll Need - Extraordinary Circumstances

- A new or yearly (annual) assessment
- Doctor's treatment orders
- Personnel action forms
- Medical papers that explain a person's health
- Papers showing that no trained workers were available from home care agencies
- A care plan written by the CAP Case Manager that explains:
  - What the person needs
  - How the special situation will help keep them safe and healthy
  - How it will help them stay at home instead of going to a care facility





# Things To Remember!

- ✓ All hiring requirements must be met before someone can be hired.
- ✓ Consumer direction training must be completed before workers can be hired or start working.
- ✓ Extraordinary circumstances can only be approved when the criterion is fully met.
- ✓ Physician support note/letter is not enough to approve extraordinary circumstances.
- ✓ Extraordinary circumstances end when the condition changes, such as:
  - ✓ being able to work
  - ✓ health condition improves
  - ✓ qualified providers are available
- ✓ Extraordinary circumstances are reviewed once a year, or during a change in the status of the beneficiary or LRP.



# Why All of This Matters

- ❖ Keeps your loved one safe and supported at home
- ❖ Prevents delayed access to services
- ❖ Shows how care teams and families work together
- ❖ Helps you understand your choices and responsibilities



# Question & Answer

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# Next Front Porch Chat

- Our next Front Porch Chat for CAP Services will be **October 16, 2025** at 11:30am
- Our topic for discussion will be:  
How the Community  
Alternative Program (CAP)  
Services and Skilled Care  
Work Together



# CAP Contact Information

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- For questions, contact NCLIFTSS at: 1-833-522-5429 (toll free) or 1-919-568-1717  
Call Center Hours: Monday - Friday 8:00am to 5:00pm
- CAP Fax Number: 1-833-470-0597
- Email Address: [NCLIFTSS@acentra.com](mailto:NCLIFTSS@acentra.com)
- Website: [ncliftss.acentra.com](http://ncliftss.acentra.com)
- CAP Program Referral Request Form: [CAP Program Referral Request Form](#)



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