

NC Medicaid Long Term Services and Support

Consumer Direction Education & Enrichment

Annual Refresher Training
Training Year 2025



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits



Consumer Direction 2025 Training Instructions

Best Way to Complete the Training:

- For the best experience, use a computer or tablet.
- If you don't have one, you can use a cellphone.

How to Complete the Training:

- If you have a computer, tablet or smartphone, listen to the training to learn about consumer direction.
- If you don't have a smart device, ask your Community Alternatives Program (CAP) care advisor to print the training materials and review them with you at a scheduled time.
- After finishing the training, answer the questions at the end.

What You'll Need:

- Your email and phone number
- Your care advisor's name and email address



Common Terms for Consumer Direction

It is also known as:

- The consumer-directed model of care
- Consumer-directed
- Consumer led
- Choice
- CD



Why Do You Need Yearly Consumer Direction Training?

1. To remind you how consumer direction works, and
2. To help families learn more about:
 - Consumer direction services,
 - Deciding if consumer direction is right for them,
 - Roles and tasks of consumer direction,
 - Understanding budgets, and
 - Spotting misuse of consumer direction money.



How to Stay Successful in Directing Care

1. Know Strengths and Needs

- Understand what you do well and where you need help.

2. Stick to The Budget

- Use your approved money the right way.

3. Hiring the Right Person

- Choose the right person and make sure they follow the rules.

4. Talk to The Team

- Set time each month to talk with your care advisor.
- Your care advisor can help create your budget, and other team members who help you with the participant's care.

5. Talk to Workers

- Set time aside to talk with your workers to make sure they know your needs.

6. Plan for Care

- Know and understand the participant's care needs and putting the care needs on the task list that the workers do.

7. Stay Safe and Healthy

- Watch for Medicaid money being used the wrong way
- Report health changes, injuries and unexpected things to your CAP care advisor and GTI, Acumen or Secure Direction.



What's Good About Directing Care

- **Consumer direction is a way to get CAP services**
 - It puts you in the driver seat in planning and using your services.
 - It lets you call the shots on who to hire, how much to pay and what the worker can do.
- **Consumer direction gives you choice and control in:**
 - Hiring people who you trust,
 - Paying your worker an amount you want, and
 - Telling your workers how to care for you.



What's Good About Directing Care

Consumer direction gives you:

- In-person help when you have questions.
 - Call your care advisor for support.
 - Talk to the person who helps you create the budget.
 - Join the Front Porch Chats at NCLIFTSS

- **Business and financial support by:**
 - Paying worker(s).
 - Building a budget.
 - Setting up your consumer direction business.



Knowing and Using Your Key Helpers

Name	What They Do
Employer of Record (EOR)	<ul style="list-style-type: none">• Sets the pay for workers• Make sure the workers are trained and able to care for you• Works closely with CAP care advisor and GTI, Acumen or Secure Direction• Makes sure the care plan states what care you need• Make sure the workers are doing their job
CAP Care Advisor	<ul style="list-style-type: none">• Available to answer questions and provide support• Completes the plan of care when changes are needed• Shares changes with GTI, Acumen or Secure Direction• Checks with you about your health every month
Workers	<ul style="list-style-type: none">• Help you to live at home and go into your community• Watch for changes in your needs• Follows the task list and job duties
GTI, Acumen or Secure Direction	<ul style="list-style-type: none">• Pays your workers• Make sure your workers are safe to hire• Works with the Internal Revenue Service (IRS) and Department of Labor (DOL) to keep your business running• Gives you a copy of your budget and answers any questions• Provides training and ongoing support as needed
NCLIFTSS	<ul style="list-style-type: none">• Answers questions• Provides training



What is an Employer of Record?

What is an EOR?

- Decision maker or shot caller.
- Important person for consumer direction that keep things running.

Why is a EOR needed?

- It's required to set up your CD business, so you get to pick who this important person is.

Who can be EOR?

- The program participant.
- A Legally Responsible Person (LRP).
- A family member.
- A person who is not related to the program participant.

Does an EOR need to live with me or in my state?

- No, they can live anywhere, but they will need to know you well enough to make decisions for you and manage workers.

Does the EOR get paid?

- No, the EOR does not get paid.



What does the EOR do?

The EOR does many things, here are some of their tasks:

- Write the worker's job description,
- Find employees,
- Check employees' skill set,
- Set the employees' schedule,
- Manage employees,
- Approve employees' time sheets,
- Help create the Plan of Care (POC),
- Make backup care plan,
- Take part in meetings with your health team,
- Do the initial and yearly training, and
- Tell if there are any changes or problems



Services You have Control Over

Name of Service	Available To	Who can use this service
In-Home Aide I (IHA)	CAP for Disabled Adults (CAP/DA) & CAP for Children (CAP/C)	<p>When help is needed for at least 2 Activities of Daily Living (ADLs).</p> <ul style="list-style-type: none"> • Bathing, Dressing, Eating, Toileting, Hygiene, Mobility and Transferring
In-Home Aide II	CAP/DA Only	<p>When help is needed to use or apply medical equipment or treatment for at least 2 ADLs.</p> <ul style="list-style-type: none"> • Bathing, Dressing, Eating, Toileting, Hygiene, Mobility and Transferring
Pediatric Nurse Aide (PNA)	CAP/C only	<p>When a child needs help with at least 2 ADLs and meets the PNA requirements to use this service.</p> <ul style="list-style-type: none"> • Some of the examples: <ul style="list-style-type: none"> • Gastrostomy tubes (G-tube), and • Urinary Catheters
Attendant Nurse Care (ANC)	CAP/C only	<p>When a child needs help with daily nursing care and meets the ANC requirements to use this service.</p> <ul style="list-style-type: none"> • Examples of children who use ANC: <ul style="list-style-type: none"> • Need for on-going ventilator support, • I.V. medications, • Complex wounds needing frequent dressing, or • Intensive pain management.
Respite	CAP/DA & CAP/C	<p>When a short break (weekday or weekend) is needed to get things done or for rest.</p> <ul style="list-style-type: none"> • Two types of respite to use:



Required Documents to Complete Each Year

Document Name	Document Information
Annual CD Self-Assessment Questionnaire	Helps EOR or participant see things they need more help or things they are doing well in running their CD business <ul style="list-style-type: none">• Done during your Continued Needs Review (CNR)
Task List	Says what workers will do to care for you <ul style="list-style-type: none">• EOR completes the task list• The workers use this list each time they work
Employee Competency Validation	Lets the EOR know if the worker can do the tasks on the task list and if they need training. <ul style="list-style-type: none">• Must be done for all workers before they are hired• Must be done every year when you complete your CNR• Must be done if your health need changes and new tasks are needed
POC	A paper that lists the services you can get and the person who will work for you. It also lists the start date and amount your worker will get paid.
ANC Plan	A paper that lists the nursing care for your child that your worker must follow when working. <ul style="list-style-type: none">• This paper lists your medication, treatment you need and what to do in an emergency



Misusing Medicaid Money

Misusing Medicaid money is seen as fraud, waste and abuse.

- **What is fraud?**

- Giving false information to Medicaid to pay for medical care or services on purpose.

- **What is waste?**

- Using Medicaid resources in a careless or ineffective way. Waste can be done on purpose or by accident.

- **What is Medicaid abuse?**

- Using Medicaid resources in a way that is against the rules.



Misusing Medicaid Money

Examples of fraud, waste and abuse:

1. A worker writes down work hours on a timesheet they did not work and the EOR approves it.
2. A worker does services that are not listed on the plan of care that are not approved by the EOR.
3. The EOR hires a worker without completing or reviewing the competency validation forms.



How to Report Misuse of Medicaid Money

Suspected fraud, waste and abuse must be reported immediately to:

- **Medicaid Fraud, Waste and Program Abuse Tipline**

Phone: 1-877-DMA-TIP1 (1-877-362-8471)

- **Health Care Financing Administration, Office of Inspector General Fraud Line**

Phone: 1-800-HHS-TIPS (1-800-447-8477)

- **State Auditor Waste Tipline**

Phone: 1-800-730-TIPS (1-800-730-8477)



Helpful Information

Upcoming:

- Extraordinary Conditions to become a paid caregiver through consumer direction
- Acronym List
- Important Facts
- Resources



Extraordinary Conditions

Meeting the Extraordinary Conditions as an LRP:

The CAP participant's daily needs are extensive to maximum help with bathing, dressing, toileting and eating. To meet the extraordinary conditions at least one of the following must also be met and documented:

1. There are not enough trained providers. Local agencies do not have CNAs available.
2. A medical condition or care issue requires 90 days or less of isolation. The participant wants to isolate at home.
3. A doctor ordered 24-hour care because of the participant's primary condition. The LRP is not able to keep a job or has been fired because they are needed to help with care.
4. The participant has special health care needs. It is documented in medical files that the LRP must give the care.
5. Other documented extraordinary conditions that may cause risk to health, safety and well-being of the participant and lead to a move to a long-term hospitalization or nursing home.



CAP Abbreviations

Acronym	Meaning
ADLs	Activities of Daily Living
ANC	Attendant Nurse Care
CAP	Community Alternatives Program
CAP/C	Community Alternatives Program for Children
CAP/DA	Community Alternatives Program for Disabled Adults
CD	Consumer Direction
CPR	Cardiopulmonary Resuscitation
CME	Case Management Entity
DOL	Department of Labor
FM	Financial Manger
FMA	Financial Management Agency (GTI, Acumen or Secure Direction)

Acronym	Meaning
IADLs	Instrumental Activities of Daily Living
IHA	In-home Aide
IRA	Individual Risk Agreement
IRS	Internal Revenue Services
RN	Registered Nurse
LPN	Licensed Practical Nurse
LRP	Legally Responsible Person (A parent or guardian)
MDT	Multidisciplinary Team
NA II	Nurse Aide II
PNA	Pediatric Nurse Aide
POA	Power of Attorney
POC	Plan of Care



Helpful Facts About CAP

Important Facts:

- Consumer direction gives more choice and control.
- The self-assessment questionnaire is a tool that is needed.
- An employee must meet all conditions before they can work.
- A report must be made if it is thought that Medicaid fraud may be happening.
- A participant must meet all conditions before they enroll in CD.
- A participant has access to help with CD.
- A financial agency helps to make sure costs stay in the budget.
- If there are problems, then solutions will be tried before taking away the option of CD.



Useful Resources

- **Consumer Direction**

- **NCLIFTSS**

- Website: ncliftss.acentra.com/
 - Email: NCLIFTSSConsumerDirection@acentra.com
 - Telephone number: 1-833-522-5429

- **NC Medicaid**

- CAP/C: Medicaid.capc@dhhs.nc.gov
 - CAP/DA: Medicaid.capda@dhhs.nc.gov
 - CAP Phoneline: 1-919-855-4340

- **Financial Management Services**

- **Acumen**

- Website: acumenfiscalagent.com/state/north-carolina-cap/
 - 1-877-901-5827

- **GTI financial services**

- Website: gtindependence.com/
 - 1-877-659-4500

- **Secure Direction NC, LLC**

- Website: SecureDirectionNC.com
 - 1-980-284-1639 or 1-828-707-4858



Useful Resources (continued)

National Consumer Direction Resources

- **Self-Directed Services (overview):**
[medicaid.gov/medicaid/long-term-services-supports/self-directed-services/index.html](https://www.medicaid.gov/medicaid/long-term-services-supports/self-directed-services/index.html)
- **State Profiles (interactive US map of Medicaid and Children's Health Insurance Program profiles):**
[medicaid.gov/state-overviews/state-profiles/index.html](https://www.medicaid.gov/state-overviews/state-profiles/index.html)
- **Best Practices (report):**
www.cms.gov/files/document/section648reportpdf
- **Self-Direction Programs (interactive US map of self-directed services):**
appliedselfdirection.com/self-direction-programs
- **Paying Family Caregivers through Medicaid Consumer-Directed Programs: State Opportunities and Innovations (report):**
nashp.org/paying-family-caregivers-through-medicaid-consumer-directed-programs-state-opportunities-and-innovations/
- **State Approaches to Consumer Direction in Medicaid (brief):**
chcs.org/resource/state-approaches-to-consumer-direction-in-medicaid/



End of Training

You have finished the Consumer Direction Yearly Refresher Training!

Next Steps:

1. Answer the CD Training Survey:
 - <https://forms.office.com/g/s2CjQvsSMY>
2. Review with Your Care Advisor:
 - Your CAP care advisor will go over your answers with you.
 - This must be done before your POC can be approved.



Thank You for Completing the Yearly Required Consumer Direction Training

Questions about the yearly training can be emailed to:

NCLIFTSSConsumerDirection@acentra.com

Or by dialing:

1-919-855-4340

