

## Appendix E: Participant Direction of Services

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**Applicability** (from Application Section 3, Components of the Waiver Request):

**Yes.** This waiver provides participant direction opportunities. Complete the remainder of the Appendix.

**No.** This waiver does not provide participant direction opportunities. Do not complete the remainder of the Appendix.

*CMS urges states to afford all waiver participants the opportunity to direct their services. Participant direction of services includes the participant exercising decision-making authority over workers who provide services, a participant-managed budget or both. CMS will confer the Independence Plus designation when the waiver evidences a strong commitment to participant direction.*

Indicate whether Independence Plus designation is requested (select one):

**Yes.** The state requests that this waiver be considered for Independence Plus designation.

**No.** Independence Plus designation is not requested.

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### E-1: Overview (1 of 13)

**a. Description of Participant Direction.** In no more than two pages, provide an overview of the opportunities for participant direction in the waiver, including: (a) the nature of the opportunities afforded to participants; (b) how participants may take advantage of these opportunities; (c) the entities that support individuals who direct their services and the supports that they provide; and, (d) other relevant information about the waiver's approach to participant direction.

Iowa offers self-direction services for members regardless of delivery system (FFS members or MCO members) through the Consumer Choices Option (CCO). The CCO offers both employer and budget authority to the member self-directing services. At the time of person-centered service plan development and/or at the member's request, the member has the option to convert certain applicable services into an individualized self-direction budget based on services that are authorized in their service plan. This individual monthly budget can be used to directly hire employees or purchase goods and services. A member may use individual-directed goods and services to meet their assessed needs. Individual-directed goods and services are services, equipment or supplies not otherwise provided through the Medicaid State Plan that address an identified need in the service plan. The item or services would decrease the need for other Medicaid services, and/or promote inclusion in the community, and/or increase the member's safety in the community or home.

Two budgets will be developed through service plan development: traditional services budget (includes services for which the member does not have budget or employer authority) and a self-direction individual budget (includes services and supports for which the member does have budget and employer authority). Members have authority over the individual authorized budget to perform the following tasks: (1) contract with entities to provide services and support; (2) determine the amount to be paid for services, excluding independent support broker and the financial management services, and consistent with 441 Iowa Administrative Code Chapter 79; (3) schedule the provision for services; (4) authorize payment for waiver goods and services identified in the individual budget; and (5) reallocate funds among services included in the budget. Individual monthly budget development includes the costs of the Financial Management Service (FMS), Independent Support Broker (ISB) if applicable, and any services and supports chosen by the member as optional service components.

If self-direction is elected, a FMS must be involved per state administrative rule. The FMS is a Medicaid provider and receives an electronic funds transfer (EFT) on a monthly basis for the member's monthly budget amount. The FMS is responsible for paying all employer taxes as required. Employees of the member are required to submit timecards within thirty days of providing the service for payment. As defined in Iowa Administrative Code 441-78 the FMS performs services such as receiving Medicaid funds in an electronic transfer, process and pay invoices for approved goods and services included in the individual budget, provide real-time individual budget account balances during normal business hours, conduct criminal background checks on potential employees pursuant to 441—Chapter 78, verify citizenship status, assist the member with fiscal and payroll-related responsibilities, and assist the member with the completion of tax and insurance forms.

Members and their guardians will have the option to work with an ISB who will help them plan with their individual budget and services. The ISB works at the direction of the member and assists the member with their budget. For example, the ISB may help develop a monthly budget, recruit and interview potential employees, or assist with required paperwork. The ISB is required to attend an ISB training prior working with members. The ISB cannot be the guardian, power of attorney, or a provider of service to the member to avoid potential conflicts of interest. As defined in Iowa Administrative Code 441 chapter 78 as directed by the member or the member's representative the ISB shall have contact with members at prescribed intervals, assist with interviewing potential employees and entities to provide services and supports, assist with contracts and payment methods, and review expenditure reports to ensure services are being provided.

The member may choose to set aside a certain amount of the budget each month to save towards purchasing additional goods or services they cannot buy from the normal monthly budget. A savings plan must be developed by the member and approved by HHS prior to implementation. The good or service being saved for must meet an assessed need identified in the member's service plan.

A utilization adjustment factor (UAF) is used to adjust the CCO budget to reflect statewide average cost and usage of waiver services. Annually, the department determines the average cost for each waiver service. The average service cost is used to determine the "cap amount" of the CCO budget. The cap amount is used to ensure the member stays within the program dollar cap limits within each waiver. The department also determines the percentage of services that are used, compared to what is authorized within a waiver service plan. This percentage is applied to the cap amount to determine the CCO "budget amount". The budget amount is the total funds available to the member in the monthly CCO budget. This UAF includes all HCBS waiver members in the calculation, not just members participating in CCO.

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**b. Participant Direction Opportunities.** Specify the participant direction opportunities that are available in the waiver.

*Select one:*

**Participant: Employer Authority.** As specified in *Appendix E-2, Item a*, the participant (or the participant's representative) has decision-making authority over workers who provide waiver services. The participant may function as the common law employer or the co-employer of workers. Supports and protections are available for participants who exercise this authority.

**Participant: Budget Authority.** As specified in *Appendix E-2, Item b*, the participant (or the participant's representative) has decision-making authority over a budget for waiver services. Supports and protections are available for participants who have authority over a budget.

**Both Authorities.** The waiver provides for both participant direction opportunities as specified in *Appendix E-2*. Supports and protections are available for participants who exercise these authorities.

**c. Availability of Participant Direction by Type of Living Arrangement.** *Check each that applies:*

Participant direction opportunities are available to participants who live in their own private residence or the home of a family member.

Participant direction opportunities are available to individuals who reside in other living arrangements where services (regardless of funding source) are furnished to fewer than four persons unrelated to the proprietor.

The participant direction opportunities are available to persons in the following other living arrangements

Specify these living arrangements:

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### E-1: Overview (3 of 13)

**d. Election of Participant Direction.** Election of participant direction is subject to the following policy (*select one*):

**Waiver is designed to support only individuals who want to direct their services.**

**The waiver is designed to afford every participant (or the participant's representative) the opportunity to elect to direct waiver services. Alternate service delivery methods are available for participants who decide not to direct their services.**

**The waiver is designed to offer participants (or their representatives) the opportunity to direct some or all of their services, subject to the following criteria specified by the state. Alternate service delivery methods are available for participants who decide not to direct their services or do not meet the criteria.**

*Specify the criteria*

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### E-1: Overview (4 of 13)

**e. Information Furnished to Participant.** Specify: (a) the information about participant direction opportunities (e.g., the benefits of participant direction, participant responsibilities, and potential liabilities) that is provided to the participant (or the participant's representative) to inform decision-making concerning the election of participant direction; (b) the entity or entities responsible for furnishing this information; and, (c) how and when this information is provided on a timely basis.

Self-direction training and outreach materials are available through the Iowa Medicaid website and MCOs. Materials include information on the benefits, responsibilities, and liabilities of self-direction. A brochure about this option has been developed and includes information about the benefits, responsibilities, and liabilities. MCOs must also provide ongoing member or representative training upon request and/or if it is determined a member needs additional training. Training programs are subject to approval by the department and designed to address the following: (i) understanding the role of members and/or representatives in self-direction; (ii) selecting and terminating providers; (iii) being an employer and managing employees; (iv) conducting administrative tasks such as staff evaluations and approval of time sheets; (v) scheduling providers; and (vi) back-up planning.

Case managers are required to discuss this option along with the benefits, responsibilities, and liabilities at the time of the person-centered service plan development and/or any time the member's needs change. This results in information about member direction activities being reviewed, at least annually, with the member. This option is intended to be very flexible; members can choose this option at any time. Once given information about this option, the member can immediately elect this option or can elect to continue or start with traditional services initially and then change to self-direction at a later date. All members must sign an informed consent contract and a risk agreement that permits the member to acknowledge and accept certain responsibilities for addressing risks.

To give the member an opportunity to locate providers and supports, the person-centered service plan can reflect that traditional services will begin at the start date of the service plan and the self-directed services and supports will begin at a later date. This does not require a change in the service plan. Members can elect self-direction and then elect to go back to traditional services at any time. The case manager is responsible for informing the member of their rights and responsibilities. All self-directed services and supports must begin on the first of a month.

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**f. Participant Direction by a Representative.** Specify the state's policy concerning the direction of waiver services by a representative (*select one*):

**The state does not provide for the direction of waiver services by a representative.**

**The state provides for the direction of waiver services by representatives.**

Specify the representatives who may direct waiver services: (*check each that applies*):

**Waiver services may be directed by a legal representative of the participant.**

**Waiver services may be directed by a non-legal representative freely chosen by an adult participant.**

Specify the policies that apply regarding the direction of waiver services by participant-appointed representatives, including safeguards to ensure that the representative functions in the best interest of the participant:

Services may be self-directed by a non-legal representative freely chosen by a member. The policies described in this section apply to both the fee-for-service and managed care delivery systems. If the member selects a non-legal representative, the representative cannot be a paid provider of services and must be eighteen years or age or older. The member and the representative must sign a consent form designating who they have chosen as their representative and what responsibilities the representative will have. The choice must be documented in the member's file and provided to the member and their representative. At a minimum, the representative's responsibilities include ensuring decisions made do not jeopardize the health and welfare of the member and ensuring decisions made do not financially exploit the member.

Iowa Medicaid uses a quality assurance (QA) process to interview members in order to determine whether or not the representative has been working in their best interest. The interviews are completed primarily by telephone and may be completed in-person if requested. The interviews are conducted as an ongoing QA activity and are used to ensure that members' needs are met and that services are provided. QA interviews are completed monthly with a randomly selected representative sample of members.

In addition, the optional Independent Support Broker provides monitoring of health and safety. The member's case manager is responsible to monitor service delivery to assure that the member's health and safety are being addressed. Case managers review how services are being provided and monitor services to assure the member's needs are being met, including how the representative is performing.

MCOs are contractually required to maintain quality assurance processes to ensure that the representative functions in the best interest of the member. These quality assurance processes are subject to HHS review and approval and include, but are not limited to, monthly member interviews, to assess whether a non-legal representative is working in the best interest of the member. HHS provides additional oversight in accordance with the HCBS quality improvement strategy.

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**g. Participant-Directed Services.** Specify the participant direction opportunity (or opportunities) available for each waiver service that is specified as participant-directed in Appendix C-1/C-3.

Waiver Service	Employer Authority	Budget Authority
Home-Delivered Meals		
Companion		
Assistive Devices		
Personal Emergency Response System or Portable Locator System		
Specialized Medical Equipment		
Transportation		
Adult Day Care		
Home and Vehicle Modifications		
Supported Employment		
Respite		
Home Maintenance Support		
Prevocational Services		
Skilled Attendant Care		
Independent Support Broker		

Waiver Service	Employer Authority	Budget Authority
Attendant Care		
Individual Directed Goods and Services		

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**h. Financial Management Services.** Except in certain circumstances, financial management services are mandatory and integral to participant direction. A governmental entity and/or another third-party entity must perform necessary financial transactions on behalf of the waiver participant. *Select one:*

**Yes. Financial Management Services are furnished through a third party entity.** (*Complete item E-1-i.*)

Specify whether governmental and/or private entities furnish these services. *Check each that applies:*

**Governmental entities**

**Private entities**

**No. Financial Management Services are not furnished. Standard Medicaid payment mechanisms are used.** *Do not complete Item E-1-i.*

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**i. Provision of Financial Management Services.** Financial management services (FMS) may be furnished as a waiver service or as an administrative activity. *Select one:*

**FMS are covered as the waiver service specified in Appendix C-1/C-3**

**The waiver service entitled:**

Financial Management Service

**FMS are provided as an administrative activity.**

**Provide the following information**

**i. Types of Entities:** Specify the types of entities that furnish FMS and the method of procuring these services:

The financial institution shall either: (1) Be cooperative, nonprofit, member-owned and member-controlled, and federally insured through and chartered by either the National Credit Union Administration (NCUA) or the credit union division of the Iowa Department of Insurance and Financial Services; or (2) Be chartered by the Office of the Comptroller of the Currency, a bureau of the U.S. Department of the Treasury, and insured by the Federal Deposit Insurance Corporation (FDIC). b. The financial institution shall complete a financial management readiness review and certification conducted by the department or its designee. c. The financial institution shall obtain an Internal Revenue Service federal employee identification number dedicated to the financial management service. d. The financial institution shall enroll as a Medicaid provider.

MCOs are responsible for contracting with an FMS entity or entities to assist members who elect to self-direct. All MCO contracted FMS entities must meet the requirements documented in this section. Under the managed care delivery system, the FMS entity contracted with the MCO is responsible for the same functions as under the fee-for-service model.

**ii. Payment for FMS.** Specify how FMS entities are compensated for the administrative activities that they perform:

FMS entities are paid a monthly fee for their services.

**iii. Scope of FMS.** Specify the scope of the supports that FMS entities provide (*check each that applies*):

Supports furnished when the participant is the employer of direct support workers:

**Assist participant in verifying support worker citizenship status**

**Collect and process timesheets of support workers**

**Process payroll, withholding, filing and payment of applicable federal, state and local employment-related taxes and insurance**

**Other**

*Specify:*

Supports furnished when the participant exercises budget authority:

**Maintain a separate account for each participant's participant-directed budget**

**Track and report participant funds, disbursements and the balance of participant funds**

**Process and pay invoices for goods and services approved in the service plan**

**Provide participant with periodic reports of expenditures and the status of the participant-directed budget**

**Other services and supports**

*Specify:*

Additional functions/activities:

**Execute and hold Medicaid provider agreements as authorized under a written agreement with the Medicaid agency**

**Receive and disburse funds for the payment of participant-directed services under an agreement with the Medicaid agency or operating agency**

**Provide other entities specified by the state with periodic reports of expenditures and the status of the participant-directed budget**

**Other**

*Specify:*

**iv. Oversight of FMS Entities.** Specify the methods that are employed to: (a) monitor and assess the performance of FMS entities, including ensuring the integrity of the financial transactions that they perform; (b) the entity (or entities) responsible for this monitoring; and, (c) how frequently performance is assessed.

Iowa Medicaid provides oversight of the FMS entities and monitors their performance at minimum annually, and more frequently as necessary. Financial integrity and program operational oversight may be conducted through a desk review, self-assessment or on-site as determined appropriate by HHS or agency representative. As noted above, FMS entities must also be enrolled as Medicaid providers. The MCOs are required to have similar oversight processes for their FMS entities related to compliance and monitoring outcomes.

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**j. Information and Assistance in Support of Participant Direction.** In addition to financial management services, participant direction is facilitated when information and assistance are available to support participants in managing their services. These supports may be furnished by one or more entities, provided that there is no duplication. Specify the payment authority (or authorities) under which these supports are furnished and, where required, provide the additional information requested (*check each that applies*):

**Case Management Activity.** Information and assistance in support of participant direction are furnished as an element of Medicaid case management services.

*Specify in detail the information and assistance that are furnished through case management for each participant direction opportunity under the waiver:*

The case manager provides the waiver member with information and assistance with choosing the CCO program as part of the person-centered service planning process. The case manager also assists the member in locating an optional Individual Support Broker to assist with planning and managing a monthly CCO budget. The case manager is responsible for monitoring the delivery of goods and services as identified in the service plan.

Members create support plans, make provider and service choices, select and employ staff, and monitor the quality of support services. MCOs are responsible for assisting the member with quality assurance activities and monitoring the quality of services provided. MCO plans to accomplish this contractual requirement are subject to HHS review and approval.

The CCO program conducts regular CCO webinars to provide case managers and ISBs with information on understanding and implementing the CCO program. The webinars also review self-direction issues that have been identified through quality assurance activities. All case managers are welcome to attend the webinars, which are also recorded and made available for those unable to attend.

#### Waiver Service Coverage.

Information and assistance in support of

participant direction are provided through the following waiver service coverage(s) specified in Appendix C-1/C-3 (*check each that applies*):

Participant-Directed Waiver Service	Information and Assistance Provided through this Waiver Service Coverage
<b>Home-Delivered Meals</b>	
<b>Companion</b>	
<b>Nutritional Counseling</b>	
<b>Peer Mentoring</b>	
<b>Assistive Devices</b>	
<b>Personal Emergency Response System or Portable Locator System</b>	
<b>Specialized Medical Equipment</b>	

Participant-Directed Waiver Service	Information and Assistance Provided through this Waiver Service Coverage
Transportation	
Home Health Aide	
Adult Day Care	
Home and Vehicle Modifications	
Supported Employment	
Assisted Living	
Respite	
Financial Management Services	
Home Maintenance Support	
Positive Behavioral Support and Consultation	
Prevocational Services	
Skilled Attendant Care	
Family Training	
Nursing Care Services	
Interim Medical Monitoring and Treatment	
Independent Support Broker	
Attendant Care	
Individual Directed Goods and Services	
Community Transition Services	

**Administrative Activity.** Information and assistance in support of participant direction are furnished as an administrative activity.

*Specify (a) the types of entities that furnish these supports; (b) how the supports are procured and compensated; (c) describe in detail the supports that are furnished for each participant direction opportunity under the waiver; (d) the methods and frequency of assessing the performance of the entities that furnish these supports; and, (e) the entity or entities responsible for assessing performance:*

Through a contract with Iowa Medicaid the HCBS QIO provides support and assistance to case manager, members, providers, ISBs, and others needing information about HCBS waiver programs. This includes the self-direction program. Assistance provided includes developing and conducting regularly scheduled webinar trainings, developing and implementing required ISB training and answering questions about the CCO program.

The Quality Assurance and Technical Assistance contract is procured through a competitive bidding process. A request for proposal is issued every three years to solicit bids. The RFP specifies the scope of work to be completed by the contractor. The RFP process also includes a pricing component to assure that the contractor is reimbursed in an amount that assures performance outcomes are achieved in a cost-effective manner.

The Quality Assurance and Technical Assistance contract is managed by an Iowa Medicaid state employee. This employee acts as the contract manager and manages the day-to-day operations of the contract to assure compliance with the performance outcomes of the contract. Contract reports are received by Iowa Medicaid monthly, quarterly and annually on the performance measures of the contract. Any performance issues that arise are addressed with the Quality Assurance contract manager to make corrections and improve performance.

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**k. Independent Advocacy (select one).**

**No. Arrangements have not been made for independent advocacy.**

**Yes. Independent advocacy is available to participants who direct their services.**

*Describe the nature of this independent advocacy and how participants may access this advocacy:*

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### E-1: Overview (11 of 13)

**I. Voluntary Termination of Participant Direction.** Describe how the state accommodates a participant who voluntarily terminates participant direction in order to receive services through an alternate service delivery method, including how the state assures continuity of services and participant health and welfare during the transition from participant direction:

Members may receive traditional waiver services, as well as services and supports under an individual budget for self-direction. Any waiver member may voluntarily discontinue the self-direction option at any time, regardless of delivery system (FFS member or MCO members). The member will continue to be eligible for services as specified in the service plan, regardless of whether they select the self-direction option. A new person-centered service plan will be developed if the member's needs change or if they voluntarily discontinue the self-direction option. The case manager will work with the member to ensure that services are in place and that service continuity is maintained.

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**m. Involuntary Termination of Participant Direction.** Specify the circumstances when the state will involuntarily terminate the use of participant direction and require the participant to receive provider-managed services instead, including how continuity of services and participant health and welfare is assured during the transition.

Self-direction option will be terminated at any time there is substantial evidence of Medicaid fraud or obvious misuse of funds. Involuntary termination can also occur if the types of services provided, and the outcome of those services are unable to be verified. If the member and their representative are both found unable to self-direct, the member will be transitioned to traditional waiver services. The member has the right to appeal any adverse action taken to terminate self-directed services and is subject to the grievance and appeals protections outlined in Appendix F. The case manager will amend the person-centered service plan and assure alternative services are in place to maintain service.

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**n. Goals for Participant Direction.** In the following table, provide the state's goals for each year that the waiver is in effect for the unduplicated number of waiver participants who are expected to elect each applicable participant direction opportunity. Annually, the state will report to CMS the number of participants who elect to direct their waiver services.

Table E-1-n

	Employer Authority Only	Budget Authority Only or Budget Authority in Combination with Employer Authority
Waiver Year	Number of Participants	Number of Participants
Year 1		990
Year 2		1035
Year 3		1080
Year 4		1130
Year 5		1180

## Appendix E: Participant Direction of Services

### E-2: Opportunities for Participant Direction (1 of 6)

**a. Participant - Employer Authority** Complete when the waiver offers the employer authority opportunity as indicated in Item E-1-b:

**i. Participant Employer Status.** Specify the participant's employer status under the waiver. *Select one or both:*

**Participant/Co-Employer.** The participant (or the participant's representative) functions as the co-employer (managing employer) of workers who provide waiver services. An agency is the common law employer of participant-selected/recruited staff and performs necessary payroll and human resources functions. Supports are available to assist the participant in conducting employer-related functions.

Specify the types of agencies (a.k.a., agencies with choice) that serve as co-employers of participant-selected staff:

**Participant/Common Law Employer.** The participant (or the participant's representative) is the common law employer of workers who provide waiver services. An IRS-approved Fiscal/Employer Agent functions as the participant's agent in performing payroll and other employer responsibilities that are required by federal and state law. Supports are available to assist the participant in conducting employer-related functions.

**ii. Participant Decision Making Authority.** The participant (or the participant's representative) has decision making authority over workers who provide waiver services. *Select one or more decision making authorities that participants exercise:*

**Recruit staff****Refer staff to agency for hiring (co-employer)****Select staff from worker registry****Hire staff common law employer****Verify staff qualifications****Obtain criminal history and/or background investigation of staff**

Specify how the costs of such investigations are compensated:

Pursuant to Iowa Code 249A.29 and Iowa Code 135C. 33(5)(a)(1) and (5)(a)(3), all providers of HCBS waiver services must complete child abuse, dependent adult abuse and criminal background screenings before employment of a prospective staff member who will provide care for a member. The State pays for the first background check of workers who provide waiver services to fee-for-service members. If a second background check is completed, it is the responsibility of the employee to pay for the background check. MCOs are responsible for the costs of investigations of workers who provide waiver services to members.

**Specify additional staff qualifications based on participant needs and preferences so long as such qualifications are consistent with the qualifications specified in Appendix C-1/C-3.**

Specify the state's method to conduct background checks if it varies from Appendix C-2-a:

Same as C-2-a above.

**Determine staff duties consistent with the service specifications in Appendix C-1/C-3.****Determine staff wages and benefits subject to state limits****Schedule staff****Orient and instruct staff in duties****Supervise staff****Evaluate staff performance****Verify time worked by staff and approve time sheets****Discharge staff (common law employer)****Discharge staff from providing services (co-employer)****Other**

Specify:

**Appendix E: Participant Direction of Services****E-2: Opportunities for Participant-Direction (2 of 6)****b. Participant - Budget Authority** *Complete when the waiver offers the budget authority opportunity as indicated in Item E-1-b:***i. Participant Decision Making Authority.** When the participant has budget authority, indicate the decision-making authority that the participant may exercise over the budget. *Select one or more:***Reallocate funds among services included in the budget**

**Determine the amount paid for services within the state's established limits**

**Substitute service providers**

**Schedule the provision of services**

**Specify additional service provider qualifications consistent with the qualifications specified in Appendix C-1/C-3**

**Specify how services are provided, consistent with the service specifications contained in Appendix C-1/C-3**

**Identify service providers and refer for provider enrollment**

**Authorize payment for waiver goods and services**

**Review and approve provider invoices for services rendered**

**Other**

Specify:

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### **E-2: Opportunities for Participant-Direction (3 of 6)**

#### **b. Participant - Budget Authority**

**ii. Participant-Directed Budget** Describe in detail the method(s) that are used to establish the amount of the participant-directed budget for waiver goods and services over which the participant has authority, including how the method makes use of reliable cost estimating information and is applied consistently to each participant. Information about these method(s) must be made publicly available.

Under the self-direction option, a member is not limited to the providers who have enrolled with Iowa Medicaid. The member is considered the employer and can choose any individual that they feel is qualified to provide the needed service. Members determine the wages to be paid to the provider and the units of service (limited by the self-direction budget). Interviewing, hiring, scheduling, and firing is done by the member. Claims are submitted to the FMS for processing for payment.

Each member who chooses to self-direct their services will continue to have a traditional person-centered service plan developed that is based on the level of care assessment and need of the member. If a member has a need for the services that can be included in the individual budget and they choose to self-direct one or all of those services, then the individual budget amount is determined by the amount of services that were authorized under the traditional service plan. The level of need is determined by the level of care determination made by Iowa Medicaid MSU; the type and amount of supports needed determined by a review of the assessment made conducted prior to the member selecting the self-direction option. Members who reside in an assisted living facility may also choose to self-direct some of their services. Specifically, the member can choose to self-direct services not provided by the facility. Members can choose another provider for services that are optional from the facility.

Historically, members do not use 100% of their authorized waiver services. To ensure that the State or MCO does not spend more than what is historically spent for traditional waiver services, each service authorized under self-direction will have a utilization adjustment factor applied to it. This utilization adjustment factor is determined by an analysis of what percentage of authorized services has historically been used for each service on an aggregate by all members. The utilization factor is not based upon individual member usage, and all members have the same utilization factor applied. The utilization adjustment factor will be analyzed, at a minimum, every 12 months and adjusted as needed based historical use. This method will be used for all waiver members choosing the self-direction option. The monthly individual budget amount is based on the assessed needs of the member and the services and supports authorized in the member's person-centered service plan. The member shall be informed of the individual budget amount during the development of the person-centered service plan.

The following is an example of how an individual budget is determined:

A member has a need for a particular service. On their traditional person-centered service plan, they are authorized 10 units of service at \$20 a unit. That member decides that they would like to self-direct their services. The amount authorized is \$200 in the traditional service plan. A utilization adjustment factor of 80% is applied. The member's individual budget amount then becomes \$160 (\$200 X 80%). The 20% reduction (100% authorization minus 80% actual utilization for a service) is applied to allow for cost neutrality between the service under the traditional waiver plan and self-direction. If the average service utilization is only 80% of an authorized service under the traditional waiver, then a self-directed member is limited to that same 80% to preserve cost neutrality. The total monthly cost of all services (traditional and self-directed services) cannot exceed the established aggregate monthly cost of the traditional services authorized.

If there is a need that goes beyond the budget amount and/or the waiver service limit, the member has the right to request an exception to policy. Exceptions to policy may be granted to the requestor when the member has needs beyond the limits expressed in the Iowa Administrative Code. This decision is made by the Director of HHS, based on an evaluation of the member's needs in relation to the State's necessity to remain within the waiver's parameters of cost neutrality. The process to request an exception is shared on the HHS website as well as with the member when they apply for waiver services. In addition, any member has the right to appeal any decision made by HHS and to request an appeal hearing by an administrative law judge. The member is afforded the opportunity to request a fair hearing when the budget adjustment is denied, or the amount of budget is reduced as described in F-1.

The MCOs operate an exception to policy process for their members. In the event an MCO denies an exception to policy and determines the member can no longer have his or her needs safely met through the 1915(c) waiver, the MCO is required to forward this information to HHS. In addition, MCO members have the right to appeal any decision made by the MCO and may appeal to the HHS once the MCO appeals process has been exhausted as described in F-1.

## E-2: Opportunities for Participant-Direction (4 of 6)

**b. Participant - Budget Authority**

**iii. Informing Participant of Budget Amount.** Describe how the state informs each participant of the amount of the participant-directed budget and the procedures by which the participant may request an adjustment in the budget amount.

Members, regardless of delivery system (i.e., FFS members and MCO members) will be informed of their budget amount during the development of the person-centered service plan. The member can then make a final decision as to whether they want the self-direction option. If a member needs an adjustment to the budget, the member can request a review of the person-centered service plan.

As noted above, if there is a need that goes beyond the budget amount and/or the waiver service limit, the member has the right to request an exception to policy. In addition, any member has the right to appeal any decision. The member is afforded the opportunity to request a fair hearing when the budget adjustment is denied, or the amount of budget is reduced as described in F-1.

MCO enrollees have the right to a State Fair Hearing after exhausting the MCO appeals process. It is the responsibility of the case manager to inform the member of the budget amount allowed for services before the service plan is completed.

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**Appendix E: Participant Direction of Services**

## E-2: Opportunities for Participant-Direction (5 of 6)

**b. Participant - Budget Authority**

**iv. Participant Exercise of Budget Flexibility.** *Select one:*

**Modifications to the participant directed budget must be preceded by a change in the service plan.**

**The participant has the authority to modify the services included in the participant directed budget without prior approval.**

Specify how changes in the participant-directed budget are documented, including updating the service plan. When prior review of changes is required in certain circumstances, describe the circumstances and specify the entity that reviews the proposed change:

For both fee-for-service and MCO members, once the monthly budget amount has been established, the member will develop a detailed monthly budget that identifies the goods and services that will be purchased and the employees that will be hired to meet the assessed needs of the member. All services under the waiver are determined by the member's level of care assessment. The services determine a maximum budget, which is determined by the types of services assigned to self-direction.

Once the monthly budget amount has been established, the member will develop a detailed monthly budget that identifies the goods and services that will be purchased and the employees that will be hired to meet the assessed needs of the member. The budget is sent to the FMS to identify what goods and services are approved for purchase and the employees that will be submitting timecards to the FMS for payment. The member can modify services and adjust dollar amounts among line items in the individual budget without changing the person-centered service plan as long as it does not exceed the authorized budget amount. They must submit a new budget to the FMS that identifies the changes. The FMS must receive all modifications to the individual budget within the month when the changes occur and will monitor the new budget to assure the changes do not exceed the authorized budget amount. The FMS, and the Individual Support Broker when applicable, will monitor to assure expenses are allowable expenses.

## Appendix E: Participant Direction of Services

### E-2: Opportunities for Participant-Direction (6 of 6)

#### b. Participant - Budget Authority

**v. Expenditure Safeguards.** Describe the safeguards that have been established for the timely prevention of the premature depletion of the participant-directed budget or to address potential service delivery problems that may be associated with budget underutilization and the entity (or entities) responsible for implementing these safeguards:

Self-direction budgets are authorized monthly. Members, regardless of delivery system (i.e., FFS members and MCO members), can make adjustments at any time within the authorized amount if services are not meeting their needs, and the optional ISB via the FFS or MCO delivery system is available to provide assistance. The ISB, when utilized, is responsible for routinely monitoring expenses. The FMS also monitors the budget and immediately notifies the ISB, when applicable, and the member if claims are inconsistent with the budgeted amount or if the budget is consistently underutilized. When members choose self-direction, they sign a consent form that explains their rights and responsibilities, including consequences for authorizing payments over the authorized budget amount.

The following safeguards are in place to prevent premature depletion of participant's budget:

- Member selects services to be self-directed from the person-centered service plan that the case manager and a member or legal representative create.
- Case manager authorizes those services in the person-centered service plan.
- Member or legal representative signs service plan to indicate agreement with the plan.
- Case manager identifies CCO budget amount and provides the amount to the member or legal representative and ISB, if applicable.
- Member and the chosen ISB, if applicable, complete the CCO budget on the budget sheet, Form 470-4431.
- Member or legal representative signs the budget sheet to indicate understanding and agreement.
- Budget sheet is forwarded to the FMS prior to the month of service identified on the budget.
- FMS staffs a call center to respond timely to member, legal representative and ISB questions about processes and remaining budget balances.
- The amount included on the budget form cannot exceed the authorized budget amount.