

# CCO Roles and Responsibilities

**Christy Casey**, LTSS Policy Program Manager,  
Medicaid



Health and  
Human Services

# Financial Management Service(FMS)

# What is an FMS?

- ▶ The Financial Management Service (FMS) is necessary for all persons choosing the Self-Direction option and will be available only to those who self-direct. The FMS will enroll as a Medicaid Provider. The FMS will receive Medicaid funds in an electronic transfer and will pay all service providers and employees electing the Self-Direction option.
- ▶ The FMS services are provided to ensure that the personalized budgets are managed and distributed according to the budget developed by each person and to facilitate the employment of service workers by persons. The Iowa Department of Human Services will designate the Financial Management Service entities as organized health care delivery systems.

# Responsibilities of the FMS. The FMS shall perform all the following services:

- 1) Receive Medicaid funds in an electronic transfer.
- 2) Process and pay invoices for approved goods and services included in the person's budget.
- 3) Enter the person's budget into the web-based tracking system chosen by the department and enter expenditures as they are paid.
- 4) Provide real-time person budget account balances for the person, the Independent Support Broker, and the department, available at a minimum during normal business hours (9 a.m. to 5 p.m., Monday through Friday).
- 5) Conduct criminal background checks on potential employees pursuant to Iowa Administrative Code.
- 6) Verify for the person an employee's citizenship or alien status.

# FMS Cont.

- 7) Assist the person with fiscal and payroll-related responsibilities including, but not limited to:
- a) Verifying that hourly wages comply with federal and state labor rules.
  - b) Collecting and processing timecards.
  - c) Withholding, filing, and paying federal, state and local income taxes, Medicare and Social Security (FICA) taxes, and federal (FUTA) and state (SUTA) unemployment and disability insurance taxes, as applicable.
  - d) Computing and processing other withholdings, as applicable.
  - e) Processing all judgments, garnishments, tax levies, or other withholding on an employee's pay as may be required by federal, state, or local laws.
  - f) Preparing and issuing employee payroll checks.
  - g) Preparing and disbursing IRS Forms W-2 and W-3 annually.
  - h) Processing federal advance earned income tax credit for eligible employees.
  - i) Refunding over-collected FICA, when appropriate.
  - j) Refunding over-collected FUTA, when appropriate

# FMS Cont.

- 8) Assist the person in completing required federal, state, and local tax and insurance forms.
- 9) Establish and manage documents and files for the person and the person's employees.
- 10) Monitor timecards, receipts, and invoices to ensure that they are consistent with the person's budget. Keep records of all timecards and invoices for each person for a total of five years.
- 11) Provide to the department, the Independent Support Broker, and the person monthly and quarterly status reports that include a summary of expenditures paid and amount of budget unused.
- 12) Establish an accessible customer service system and a method of communication for the person and the Independent Support Broker that includes alternative communication formats.
- 13) Establish a customer services complaint reporting system.
- 14) Develop a policy and procedures manual that is current with state and federal regulations and update as necessary.
- 15) Develop a business continuity plan in the case of emergencies and natural disasters.
- 16) Provide to the department an annual independent audit of the FMS.
- 17) Assist in implementing the state's quality management strategy related to the FMS.
- 18) Be able to interface with IoWANS.

# Independent Support Broker (ISB)

- ▶ Independent Support Brokerage (ISB) service is an optional service for members who choose the Self-Direction option. When the member chooses the ISB service, the service is included in the person's budget. The ISB will be chosen and hired by the person. The ISB will work with the person to offer technical assistance and expertise for selecting and hiring employees and/or providers and purchasing supports.
- ▶ When a person does not choose to access an Independent Support Broker, the case manager will work with the person to guide them through the person-centered planning process and offer technical assistance and expertise for selecting and hiring employees and/or providers and purchasing supports.

# ISB Responsibilities

- 1) Assist the person with developing the person's initial and subsequent individualized budgets and with making any changes to the individualized budget. The person shall be informed of the individual budget amount from the development of the person-centered service plan. The case manager oversees the services authorized to develop the monthly CCO budget.
- 2) Have monthly contact with the person for the first four months of implementation of the initial budget and have quarterly contact thereafter. If a person needs additional support brokerage service, the person can seek a Waiver of Administrative Rule.
- 3) Support the completion of the required employment packet with the financial management service.
- 4) Assist with interviewing potential employees and entities providing services and supports if requested by the person.
- 5) Assist the person with determining whether a potential employee meets the qualifications necessary to perform the job.
- 6) Assist the person with obtaining a signed consent from a potential employee to conduct background checks if requested by the person.
- 7) Assist the person with negotiating with entities providing services and supports if requested by the person.
- 8) Assist the person with contracts and payment methods for services and supports if requested by the person.
- 9) **Document in writing every contact the broker has with the person. Contact documentation shall include information on the extent to which the person's budget has addressed the person's needs and the satisfaction of the person. The case manager, the Financial Management Service and the department may review this documentation at any time.**

The person-centered service plan will address how the person's needs are met. Services must be authorized in the person-centered service plan and monitored by the case manager.

This service does not duplicate other waiver services, including case management.

These services are limited to additional services not otherwise covered under the state plan, including EPSDT, but consistent with waiver objectives of avoiding institutionalization.

The unit is hourly(**billing monthly as a “retainer fee” is NOT allowed**). The rates for allowable provider types are published in the Iowa Administrative Code and subject to change on a yearly basis.

When an Independent Support Broker is chosen, the service plan shall not exceed a maximum of 30 units per year. Independent Support Brokers may participate in the person-centered planning process, but **the case manager is responsible for the development of the person-centered service plan.**

The person's case manager is responsible for oversight to avoid duplication of services and to assure state plan services are appropriately authorized in the person's person-centered service plan as needed. Where there is a potential for overlap, services must first be exhausted under Section 110 of the Rehabilitation Act of 1973. The first line of prevention of duplicative billing for similar types of services, such as family and community support service, is the person's case manager. The case manager is responsible for the authorization and monitoring of services in a person's service plan. If the case manager authorizes similar services, they are responsible for ensuring that the services are delivered as described in the person-centered service plan.

# Targeted Case Manager (CM or TCM)

- ▶ Ensure all members are aware that CCO is an option.
- ▶ Complete yearly paperwork
  - Informed Consent and Risk agreement
  - Complete Person Centered Service Plan (PCSP)(services are based on member NEED) utilizing the Level of Care assessment.
  - Ensure rates, units, service code/name and total monthly budget are sent to ISB/DBA
  - Review budget, send to Fiscal Management Service (FMS) and ensure budget/services are authorized.
    - Please ensure each budget has the Name of service and code, this is VFS's preference.
  - Review documentation (Employee and ISB) quarterly, ensure services are being utilized and continue to meet the members needs
  - Review Critical Incident Reports, ensure they are being completed as needed.

# Budget Authority (BA)

The member shall have authority over the individual budget authorized by the department or managed care organization to perform the following tasks:

- (1) Contract with entities to provide services and supports as described in this subrule.
- (2) Determine the amount to be paid for services. Reimbursement rates for employees shall be consistent with employee reimbursement rates or the prevailing wages paid by others in the community for the same or substantially similar services. Reimbursement rates for the independent support broker and the financial management service are subject to the limits in 441-subrule 79.1(2).
- (3) Schedule the provision of services. A contingency plan must be established in the member's service plan to ensure service delivery in the event the member's employee is unable to provide services due to illness or other unexpected event.
- (4) Authorize payment for optional service components identified in the individual budget. When the member's guardian or legal representative is a paid employee, payment authorization for optional service components must be delegated to a representative pursuant to paragraph 78.34(13)"i."
- (5) Reallocate funds among services included in the budget. Every purchase of a good or service must be identified and approved in the individual budget before the purchase is made.

# Employer Authority(EA)

The member shall have the authority to be the common-law employer of employees providing services and support under the CCO. A common-law employer has the right to direct and control the performance of the services. If the member is a child, the parent or the legal representative shall be responsible for completing all employer authority tasks. Adult members who do not have the ability to complete all employer authority tasks shall have a representative delegated to complete the employer authority tasks identified in this paragraph. Documentation of the person responsible for the employer authority tasks, whether the member or another entity, shall be included in the member's service plan. The member or the delegated employer authority may perform the following functions:

- (1) Recruit and hire employees.
- (2) Verify employee qualifications.
- (3) Specify additional employee qualifications.
- (4) Determine employee duties.
- (5) Determine employee wages and benefits.
- (6) Schedule employees.
- (7) Train and supervise employees.

# Delegation of budget and employer authority

The member may delegate responsibilities for the individual budget or employer authority functions to a representative. If the member is a child, the parent or the legal representative shall be delegated all budget and employer authority tasks. Adult members aged 18 and older who do not have the ability to complete all budget or employer authority tasks shall have a representative delegated to complete the applicable budget authority tasks identified in paragraph 78.34(13)"g" and employer authority tasks identified in paragraph 78.34(13)"h." Documentation of the person responsible for the budget and employer authority tasks, whether the member or a representative, shall be included in the member's service plan.

- (1) The representative must be at least 18 years old.
- (2) The representative shall not be a current provider of service to the member.
- (3) The member shall sign a consent form that designates who the member has chosen as a representative and the responsibilities of the representative.
- (4) The representative shall not be paid for this service.

# Delegation of BA and EA

- ▶ Are an important part of the members Interdisciplinary team
- ▶ The BA should attend all PCSPs in person when able by phone or telehealth if not available in person.

# Employee

1. The employee understands and acknowledges that \_\_\_\_\_ is the employer. (Name of employer)
2. The employee understands and acknowledges that neither the Iowa Medicaid Enterprise, the State of Iowa nor the Financial Management Service organization is the employer and that they are not responsible for the actions of the employer.
3. The employee understands and acknowledges that funds available for payment are authorized in the employer's individual budget set by the Iowa Department of Human Services, Iowa Medicaid Enterprise in advance for work performed.
4. The employee understands and acknowledges that work performed in excess of the authorized amount in the employer's individual budget will be paid for by the personal funds of the employer and not by the Iowa Department of Human Services, Iowa Medicaid Enterprise or the Financial Management Service organization.
5. The employee understands that they are not authorized to work in excess of 40 hours per week. Per the Iowa Division of Labor, Iowa law only requires overtime if overtime is included in the employment agreement or contract between employer and employee.
6. The employee acknowledges that the employee meets the necessary skills and requirements to be able to perform the services hired to perform. 470-4427 (04/25) 2
7. The employee acknowledges that the employee is able to successfully communicate with the employer and comply with all Medicaid service documentation requirements
8. The employee acknowledges that if the employee is providing self-directed personal care services, that the employee is sixteen years of age or older. Employees under the age of eighteen must have a parent co-sign this agreement.

9. The employee acknowledges that if the employee is providing the independent support broker service or providing self-directed community supports and employment services, that the employee is eighteen years of age or older.
10. The employee understands and acknowledges that employees without a valid driver's license may not transport individuals in connection with their employment responsibilities.
11. The employee understands and acknowledges that all documents required by the Employment Packet, including the request to obtain a criminal record check and adult and child abuse registry information, must be completed, submitted to and processed by the FMS prior to the employee performing work.
12. The employee understands and acknowledges that the results of the criminal record and adult and child abuse registry must be obtained prior to the employee performing work. The FMS will notify the employer when this has been obtained.
13. The employee will sign and submit to the employer, or the guardian or designated personal representative, a bi-weekly accurate time sheet of all services rendered including the type of service rendered, the date, and the number of service hours delivered (to the nearest quarter hour). Time sheets must be signed by both the employer and employee (or the guardian or designated personal representative). The employee acknowledges that the employee is responsible for submitting time sheets to the FMS within five business days from the end of the payroll cycle. Time sheets received after five business days will be paid with the next payroll cycle. Time sheets received after 30 days of the last day of service provided will not be paid.
14. The employee acknowledges that the funds used to pay the employee are Medicaid funds and that the submission of false information on time sheets may subject the employee to criminal action, in addition to repayment of any funds

15. The employee acknowledges that federal income tax withholding, Medicare, social security and Iowa state income tax withholding (as applicable) shall be withdrawn from the employee's wages per state and federal laws.
16. The employee agrees to provide the service as specified by the employer on a schedule mutually agreed upon between the employer and employee. Occasional variations in tasks and in the schedule may occur, based on mutual agreement of the parties.
17. In the event of illness, emergency or incident preventing the employee from providing scheduled services to the employer, the employee agrees to notify the employer as soon as possible so that the common law employer can obtain their services from someone else.
18. The employee agrees to participate in training if required by the common law employer.
19. The employee agrees to maintain all information regarding the program participant and the common law employer, if they are not one in the same, in a confidential manner and to respect the employer's privacy at all times. 470-4427 (04/25) 3
20. The employee acknowledges and understands if the employee is injured in the course of employment, neither the Iowa Medicaid Enterprise, state of Iowa, nor the Financial Management Service is responsible for paying for the injury. I also understand that it is the employer's responsibility to notify the employee if they do not have worker's compensation insurance.



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# Questions

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Christy Casey  
LTSS Policy Program Manager

[Christy.Casey@hhs.iowa.gov](mailto:Christy.Casey@hhs.iowa.gov)