



Consumer-Directed Attendant Care (CDAC) Member Handbook

IME Bureau of Long-Term Care

What is Consumer-Directed Attendant Care?

There may come a point when we need help to remain in our homes. This may be the result of an accident, a lengthy illness, disability, or aging problems. Fortunately, there is an option for people in this situation: hire someone to help.

In the Medicaid home- and community-based services (HCBS) waiver programs, there is an opportunity for you to have help in your own home. You may consider having a consumer-directed attendant care assistant. This service is available if you are on the:

- Intellectual disability waiver,
- Elderly waiver,
- Ill and handicapped waiver,
- Brain injury waiver,
- Physical disability waiver, or
- AIDS/HIV waiver.

Consumer-directed attendant care services are called CDAC for short. They are intended for people in an HCBS waiver program who need someone to help them to stay in their own homes. You will be the employer of your CDAC service provider. You are responsible for finding, hiring, training, directing and, if needed, firing your helper.

The CDAC service is meant to help you do things that you would normally do for yourself if you were able. CDAC must be a direct, hands-on service. CDAC cannot provide for your personal supervision or for someone to stay with you overnight. There are two kinds of CDAC services, unskilled and skilled.

Unskilled services include help with normal daily life activities such as:

Getting dressed and undressed
Getting into and out of bed
Communicating with others
Fixing meals
Taking a bath
Taking medicine
Housekeeping



Cleaning up after meals
Scheduling appointments
Going to the doctor
Handling money
Shopping
Running errands

Skilled services are more medical in nature. A licensed nurse or therapist must supervise the provider who does these things for you. Skilled services you might need help with include:

Monitoring medications
Parenteral injections
Tube feedings
Colostomy care
Intravenous therapy



Post-surgical nursing care
Recording vital signs
Catheter care
Therapeutic diets

Where can your CDAC provider help you?

Services take place in your home or community.

How do you get CDAC service?

You must already be on an HCBS waiver to receive CDAC. You can request CDAC as a waiver service.



You will then have a meeting with your DHS service worker or case manager and other people you want there (like a family member) to decide whether CDAC would help you. Your case manager or service worker must agree that CDAC services are right for you so that you are healthy and safe.

How do you find the right provider?

You are the employer and the CDAC provider is your employee. You can have a person that you know or someone from an agency as your CDAC provider. Plan and consider carefully to find the right person for the job. It is important that you feel comfortable with this person. This person will be in your home helping you do things needed to keep you in your home.



When you are searching for a CDAC provider, remember:

- The person must be at least 18 years old.
 - The person can be a family member, friend, or neighbor.
 - The person cannot be your wife or husband.
 - The person cannot be your parent, stepparent or guardian if you are under 18 years old.
- The person must have either the **training** or **experience** to help you with your needs.
 - The provider cannot benefit from respite services paid through the waiver on your behalf. If your provider needs a break, you can hire another CDAC provider.
 - You can hire a second provider to be sure you that have a back-up provider in case your regular provider cannot provide you services.

You may find a provider by:

- Word-of-mouth recommendations
- Neighbors, friends, or family
- Job centers at colleges and universities
- Independent living centers
- Newspaper advertising
- Churches
- Senior centers
- Community centers

How do you make a contract with your provider?



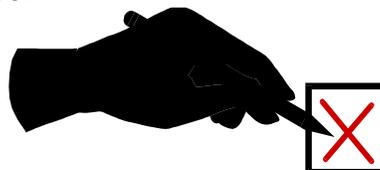
Once you have found your CDAC provider, you will have a meeting with your provider and your case manager or DHS service worker. During this meeting, you will discuss your needs with your service provider.

The *HCBS Consumer-Directed Attendant Care Agreement* is a contract between you and a provider of services.

You (or your guardian or legal representative) will complete the agreement by spelling out how the provider will meet your needs.

The agreement must:

- Be completed in full.
- Include the agreed-upon rate of payment.
- Be signed and dated by both you and the provider to signify that you both agree to its provisions.
- Be approved by your service worker or case manager.
- Be distributed to you, the provider, and your case manager or DHS service worker **before** the provider begins the service.



So remember:

- You will find your CDAC provider, someone you feel very comfortable with who can meet your service needs.
- You will have a meeting with your case manager or DHS service worker and your CDAC provider to discuss and plan for your needs.
- Your case manager or service worker may help fill out the CDAC agreement spelling out how the provider will help you.
- You and your provider will agree on the wage your provider will be paid.
- Your case manager or service worker will approve the CDAC agreement and attach it to your case plan.
- Your case manager or service worker will give copies of the CDAC agreement to you, to your provider, and to the nurse or therapist who supervises your skilled services, if any.

How much should you pay your provider?

How much to pay your CDAC provider is an individual question that can take into account many factors. Some factors you may look at when setting the pay are:



- What services activities will the person be providing for you?
- How much time will it take to do what you need?
- Do these service activities require any special training or experience?
- What is the going rate for in-home help in your community?
- How many dollars do you have available in your service plan? You may be receiving other services that require use of your waiver funding. Your DHS service worker or case manager can help you answer this question.

Your CDAC provider is responsible for keeping accurate records of the time the provider is assisting you. Your CDAC provider will have you verify the time and services provided by asking you to sign a billing claim form every month.

You or your guardian should check these claim forms to make sure the provider has actually provided the services and hours stated on the form. By signing the claim form, you are agreeing that the number of service hours is correct and you are approving payment.

A provider who has questions about getting paid can call the IME Provider Services Unit at 1-800-338-7909 or at 515-256-4609 (Des Moines area only).

How can you support your provider?

Now that you have found the right person, wouldn't it be great to keep that person working with you? Consider these things:

- Offer a pleasant working environment that your provider can enjoy.
- Be clear when giving directions on your care and personal needs.
- Listen to the provider's suggestions.
- Understand the provider's need for time off due to illness, injury or a vacation. This is why you need to have a backup plan.
- Negotiate schedule changes in order to meet the needs of all parties.
- Remember to plan for emergencies.



What if you have problems with your provider?

Unfortunately there are times when problems do arise. This can be a difficult position for you as the employer. Use the *HCBS Consumer-Directed Attendant Care Agreement* to stress job duties and consequences of unacceptable behaviors.

There may even be a time when a CDAC provider needs to be fired. Ending your CDAC provider's employment is not a pleasant process. If needed, have another person present when firing a provider, or consider dismissal over the phone. Consider the following examples when you must tell your employee you no longer desire the person's services:

"I'm sorry, but I don't think that things are working out. I need someone who (is stronger, can drive, can work more flexible hours, lives closer, has more experience, etc.). Thank you for your time and your help."

"You're falling down on the job. You arrive between a half hour and an hour late and you have missed several workdays without notice; I need someone more dependable. I am sorry, but I have to give you notice of termination."



If you have to fire a provider, keep written notes and reasons for the termination. This will protect you in case of a later dispute. It is also a good idea to keep the employment record for a while. Do not forget to collect keys or other items that belong to you.

You must also contact your case manager or DHS service worker or to report that the provider has been fired.

What about abuse, neglect, or financial exploitation?

If you are being treated badly, there are people that can help you. A caregiver, whether paid or non-paid, should **never** be allowed to treat you badly, hurt you in any way (verbally or physically) or take things that belong to you. When this occurs, **do not wait** to discuss this with your hired help. Talk with your case manager or DHS service worker **immediately**.

Being treated badly could mean any of these things:

- People hitting, pushing, or grabbing you.
- People handling you in a rough way.
- People yelling at you or calling you names.
- People taking your money or belongings.
- People locking you in a room or taking your phone away
- People touching you in places you don't want to be touched.



If you feel **any** of these things are **happening to you**, call one of these numbers:
If you are over the age of 18 years, call **1-800-362-2178** and report your concerns.
If you are under the age of 18 years, call **1-800-795-9606** and report your concerns

How do you plan for an emergency?

It is very important that you plan ahead for times when unexpected things happen. For instance, your CDAC provider could become sick and not make it to your house or apartment to care for you. The weather could also prevent your provider from getting there when you need help.

In times like these, it is important to have a back-up plan for your care. Take some time to think about what you would do in those times of emergency.



- Who would you call first?
- Who would you call second?
- Do you have the phone numbers you need?
- Did you talk to your DHS service worker or case manager about a back-up plan?
- Do you have a plan with your CDAC provider to let you know when the provider won't be able to make it to your home?

In times when my regular CDAC provider cannot make it to my home, I will:

Call _____

Phone Number _____

My Doctor _____

Phone Number _____

My DHS service worker or case manager _____

Phone Number _____

In Closing...

Your home is where you are the most comfortable and where you can be your true self. When lengthy illness disability or aging problems occur, it is possible to remain at home with quality in-home help. The key is to organize and plan. Keep this handbook in a place where you can refer to it for questions that may come up.

Acknowledgements



The following resources were used to develop this guide:

- Family Caregiver Alliance Website, www.caregiver.org
- *Hiring In-Home Help: A Practical Guide for Consumers*, from the Montana Department of Public Health and Human Services
- *Caregiver Guide: Tips for Caregivers of People with Alzheimer's Disease* from the National Institute on Aging

Legal Basis

This handbook is provided as a courtesy to Iowa Medicaid members. It provides basic information about CDAC services provided through an HCBS waiver program. The handbook is not meant to include all of the rules governing CDAC services.

The legal basis for Medicaid HCBS waivers is found in:

- Section 1915(c) of the Social Security Act.
- 441 Iowa Administrative Code rules:
 - 77.34 and 78.38 for the AIDS waiver
 - 77.39 and 78.43 for the brain injury waiver
 - 77.33 and 78.37 for the elderly waiver
 - 77.30 and 78.34 for the ill and handicapped waiver
 - 77.37 and 78.41 for the intellectual disability waiver
 - 77.41 and 78.46 for the physical disability waiver

The Iowa Department of Human Services publishes waiver service provider manuals that include CDAC services. Refer to those manuals for detailed CDAC policies and procedures.

