

The Role of Support Coordination in Participant-directed Services: An Introduction to the PD Model

BE D·B·H·D·D

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D·B·H·D·D

Eligibility Criteria for Participant-direction (PD)

**Meet Annual
Level of Care**

**Enrolled in NOW
or COMP Waiver**

**Follow Policies &
Procedures**

**Ability to
Understand and
Perform Tasks**

**Communicate with
Intensive/Support
Coordinator**

Waiver Services Available in Participant-direction (PD)

1. Adult Occupational Therapy Services
2. Adult Physical Therapy Services
3. Adult Speech and Language Therapy Services
4. Behavioral Supports Consultation Services
5. Behavioral Supports Services
6. Community Access Services
7. Community Guide Services
8. Community Living Support Services
9. Environmental Accessibility Adaptation Services
10. Individual Directed Goods and Services
11. Natural Support Training Services
12. Respite Services
13. Specialized Medical Equipment
14. Specialized Medical Supplies
15. Supported Employment Services
16. Transportation Services
17. Vehicle Adaptation Services

Refer to Part II Waiver Manual

Waiver Services Available in Participant-direction (PD)

Waiver services that **cannot** be provided participant-directed include:

1. Community Residential Alternative (CRA)
2. Prevocational Services (Pre-Voc)
3. Nursing Services (LPN/RN)
4. Nutritional Services

A waiver participant can participant-direct some services and choose traditional provider for other services.

A waiver participant cannot participant-direct any service with CRA

Please refer to the NOW/COMP Waiver Manual for each service description, especially the “Non-Covered” sections.

[Refer to Part II Waiver Manual](#)

How does Participant-direction (PD) work?

Individual Service Plan (ISP)

- All approved services must be written in the ISP
- Once approved, a Prior Authorization (PA) will be created

Financial Support Services

- Also known as fiscal agent or fiscal intermediary (FI)
- Medicaid-approved provider, payroll company
- Can only bill what is authorized on the PA and cannot make any changes

Payment for Services

- PD Rep enrolls vendors and employees prior to service dates
- Enrollment process must be completed as the initial stage before payment can be processed
- Reps submit timesheets and vendor request forms to FI
- FI makes payment to employees or vendors
- FI bills Medicaid for reimbursement

Fiscal Intermediary (FI) Agencies

ACUMEN FISCAL AGENT

Nicki Cline
Executive Director, Georgia

5416 E. Baseline Road
Suite 200
Mesa, Arizona 85206

nickicl@acumen2.net
Direct: 678-332-1857
Toll free: 1-877-211-3738

www.acumenfiscalagent.com

CONTINUUM FISCAL SERVICES

Robin Simms
Program Administrator

260 Peachtree Street NW
Suite 1500
Atlanta, Georgia 30303

rsimms@continuumfs.com
Direct: 678-974-7942

www.continuumfs.com

PUBLIC CONSULTING GROUP | PCG Public Partnerships

Chantielle D. Tally
Program Administrator

3225 Cumberland Blvd
Suite 100
Atlanta, Georgia. 30339

ctally@pcgus.com
Direct: 770-799-6885
Customer Service Number:
1-866-836-6792

FAQ: Participant-direction (PD) Model

What is the role of the fiscal intermediary agency? What resources and support can they provide for a PD Representative and the Waiver participant?



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**Refer to Part III
Waiver manuals for
Financial Support
Services**

What is a Participant-direction (PD) Representative?

- 1 A Representative is the Employer of Record. This is an individual that is designated by the waiver participant.
- 2 Must be capable of completing duties and responsibilities as outlined in policy.
- 3 May **not** be someone who is paid to support the waiver participant.
- 4 Must attend training and sign Memorandum of Understanding (MOU).
- 5 Must attend the ISP meeting and sign the Individual Service Plan (ISP).

PD Representative & Budget Management

The Fiscal Intermediary fee is \$900 per year

Vendor services are calculated without taxes

Employee rendered services must calculate employer taxes

Overtime (more than 40 hours) is calculated at time and a half

Funding must be managed based on what has been approved

FAQ: Participant-direction (PD) Model

What are common issues related to financial management that Support Coordination staff should look out for when serving an individual enrolled in participant-directed services?



Initial Steps for Participant-directed (PD) Representative

Complete PD Training

certificate is valid for 90 days

Sign PD MOU & Notify Support Coordination

Choose a Fiscal Intermediary

Decide which services will be participant-directed vs traditional

The PD Representative must complete enrollment process with the selected fiscal agency before waiver services can begin with the initiation of an addendum by support coordinator. Participant-direction begins on the 1st of each month upon completion of these process.

FAQ: Participant-direction (PD) Model

How does the fiscal intermediary agency know when the Prior Authorization (PA) is available in GAMMIS?



FAQ: Participant-direction (PD) Model

How does the fiscal intermediary agency know when the Prior Authorization (PA) is available in GAMMIS?

PA should appear with “approved” status in IDD-Connects.

Support Coordination should be tracking.

FAQ: Participant-direction (PD) Model

Who should I contact to troubleshoot any issues related to Prior Authorizations (PA)?



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**DBHDD
Operations Analyst (OA)
at the appropriate
Regional Field Office**

SC/ISC Responsibilities in Participant-direction (PD)

1. Informing the participant and Representative of the benefits, risks, and responsibilities of PD
2. Informing the participant that a Representative may assist him or her with PD.
3. Informing the participant and Representative about freedom of choice of providers, individual rights, and the grievance process.
4. Support the participant and Representative with the development of the individual emergency back-up plan by discussing at the ISP meeting and writing plan in the ISP.
5. Support the participant and Representative with the development of risk management agreements.
6. Providing the participant and Representative with the process for changing the Individual Service Plan and the individual budget as well as and the reassessment and review schedules.
7. Informing the participant and Representative of how to access state policies and procedures for PD.
8. Assisting the participant and Representative with recognizing and reporting critical events and with identifying and managing known and/or potential risk.
9. Monitoring services provided through the PD model of service delivery in conjunction with the employer supervision provided by the participant and Representative in order to ensure quality of care and to protect the health and safety of the participant.

Refer to Part II Waiver Manual

Resources for Participant-direction (PD) Model

Medicaid Waiver Manuals: www.mmis.georgia.gov

- Hover over the **Provider Information** tab
- Select **Provider Manuals** from the drop-down menu
- Choose the manuals that apply from the following:
 - COMP and NOW Waiver Program Part II Ch. 600-1200 **and**
 - Comprehensive Supports Waiver Program Part III (Ch. 1300-3500) **or**
 - New Options Supports Waiver Program Part III (Ch. 1300-3300)

DBHDD Website: <https://dbhdd.georgia.gov>

- DBHDD Services → Intellectual/Developmental Disabilities → Out of Home Services → Participant-direction

Updates to the Medicaid waiver manuals are published quarterly.

DBHDD Participant-directed (PD) Services Team



Kingsley Igunbor
Participant-direction Coordinator

Covering all DBHDD Regions



Barbara (Babs) Hall
Statewide PD Manager



Amy Riedesel
Director of Community Services



VACANT

Participant-direction Coordinator

Creating New ISPs for Changes in Funding Source (NOW/COMP)

The NOW Waiver Program Cost Limit

Comprehensive Supports Waiver Program and New Options Waiver Program

Part II, Chapter 700

Section 707 (A6)

The NOW individual cost limit is \$40,000 (ISP Cost). This amount does not include Support Coordination Services. A 12 months approval of additional funding up to \$6,000 above the NOW individual cost limit is permitted due to increase needs for services by the individual.

NOW \leq \$40,000 / **COMP** $>$ \$40,000

ISP Service Summary

Participant Direction (Self Direction) and Traditional Service Options

Service Summary Refresh Download Print

Status: In-Progress **Service Selection Example** Date Completed:

<input type="checkbox"/>	Service Description	Detailed Service Description	Recom
<input type="checkbox"/>	Specialized Medical Supplies	Select Traditional Specialized Medical Supplies Specialized Medical Supplies - Self-Directed	

Remove Service Add New Service Participant Directed Minimum FTF Visit Frequency:

Questions

