

North Carolina Medicaid

Direct Care Worker & Support Staff One-Time Bonus

January 20-21, 2022

One-Time Bonus Agenda

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One-Time Bonus Overview & Purpose

Overview:

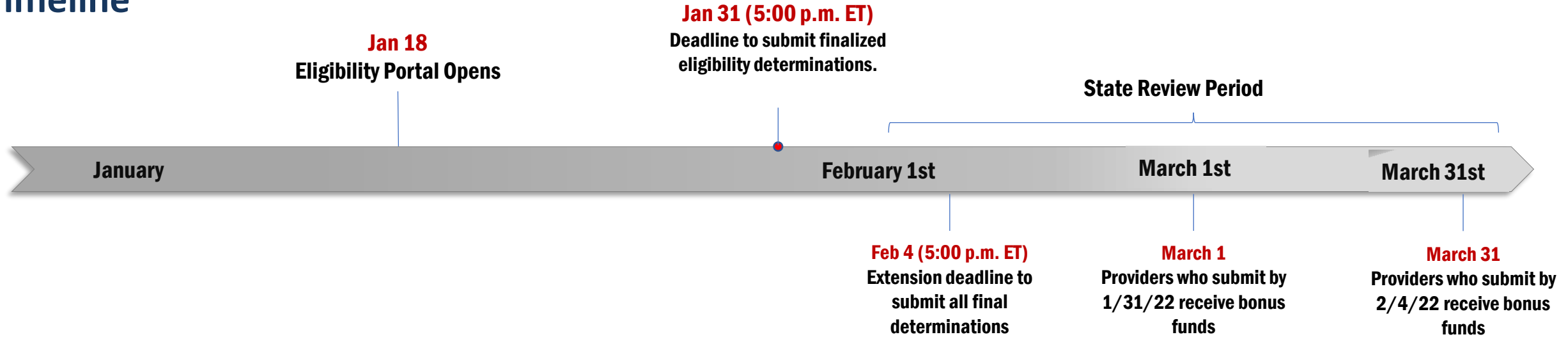
- The Current Operations Appropriations Act of 2021 (S.L. 2021-180) approved a Medicaid budget provision for one-time bonuses up to \$2,000 for eligible direct care workers and support staff.
 - NC Medicaid has designed a process to meet the requirements set forth by S.L. 2021-180. For eligible providers, this process includes the identification of eligible employees, submission of attestation and eligibility information, and distribution of funds.
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Purpose:

- NC Medicaid's goal is to provide a uniform bonus that is as close to the legislative goal of \$2,000 as possible to eligible direct care workers and support staff who are at the point of care.

One-Time Bonus Overview & Purpose

Timeline



Notes:

- The deadline for submission through the [Direct Care Worker Eligibility Portal](#) has been extended from Jan. 31, 2022, to Feb. 4, 2022. For providers who submit information by the original deadline of the Jan. 31, 2022, NC Medicaid will pay by March 1, 2022. For providers who submit information after Jan. 31, 2022, but by Feb. 4, 2022, NC Medicaid will pay by March 31, 2022.
- Provider distribution of one-time bonus to eligible employees should not exceed 45-days of funds receipt

Provider Eligibility

One-Time Bonus Requirements

Provider Eligibility

For purposes of the one-time bonus: providers must be Medicaid- or NC Health Choice-enrolled and recognized by NC Medicaid as one of the following service providers, or as a participant in one of the following waivers:

- | | |
|--|--|
| <ul style="list-style-type: none">• Personal Care Service providers (home care and adult care home)• Intermediate care facilities for individuals with intellectual disabilities (ICF/IID) including ICF/IID-level group homes• Home health providers• Nursing homes• Behavioral health residential facilities including Level III and Level IV residential treatment facilities, psychiatric residential treatment facilities (PRTFs), medical management and crisis stabilization facilities and facilities providing inpatient substance use disorder treatment | <ul style="list-style-type: none">• Participation in waivers:<ul style="list-style-type: none">○ The Community Alternatives Program for Children (CAP/C)○ The Community Alternatives Program for Disabled Adults (CAP/DA)○ The North Carolina Innovations waiver○ The Traumatic Brain Injury (TBI) waiver |
|--|--|

One-Time Bonus Requirements

Provider Eligibility Determinations

Eligible providers are responsible for identifying each of the direct care workers and support staff employed by their facility who meet the NC Medicaid direct care worker and support staff definition **and** legislative eligibility requirements.

The former **requirement** that providers notify staff has been changed: Providers are now **encouraged** to identify and notify all employees of direct care worker bonus eligibility, and which pay period they can anticipate the payment to be issued. The former requirement for providers to establish an appeals process has been removed.

The deadline for submission through the [Direct Care Worker Eligibility Portal](#) has been extended from Jan. 31, 2022 to Feb. 4, 2022. For providers who submit information by the original deadline of the Jan. 31, 2022, NC Medicaid will pay by March 1, 2022. For providers who submit information after Jan. 31, 2022 but by Feb. 4, 2022, NC Medicaid will pay by March 31, 2022.

Direct Care Worker and Support Staff Eligibility

One-Time Bonus Requirements

Direct Care Worker & Support Staff Eligibility: NC Medicaid definition

For purposes of the Direct Care Worker and Support Staff One-Time Bonus, NC Medicaid defines direct care worker and support staff as:

“non-licensed employees of an eligible provider under S.L. 2021-180 section 39.21 who by virtue of employment either interact directly with patients or clients or provide direct care support services at a licensed health care facility”. Support Staff are defined as “individuals who prepare and serve food, medication aides, staff who provide housekeeping or maintenance and individuals who provide social and recreational support.”

*Contracted employees are not eligible

Note: NC Medicaid must provide a uniform bonus amount for all eligible direct care workers and intends to provide as close to \$2,000 per worker as is fundable given the available funds and number of eligible workers. NC Medicaid requests that each eligible provider also separately identify *licensed* direct care employees who meet the eligibility criteria, so that it can be determined whether including those employees would affect the uniform amount that could be provided to all non-licensed and licensed workers.

One-Time Bonus Requirements

Direct Care Worker & Support Staff Eligibility: Legislative Requirements

As outlined by legislation, direct care workers and support staff must meet all of the following:

- Interact directly with residents/patients or clients, or provide direct care support services at a licensed health care facility
- Be employed by the same eligible provider since March 10, 2020, through August 1, 2021
- Have worked at least 1,000 hours providing direct care services between March 10, 2020, and August 1, 2021
- Not be an employee of the State or otherwise eligible for any other employment-related bonus under the Current Operations Appropriations Act of 2021

Bonus Payout

One-Time Bonus – Bonus Payout

Payout Requirements

Bonus Amount: NC Medicaid's goal is to provide a uniform bonus that is as close to the legislative goal of \$2,000 as possible to eligible direct care workers and support staff who are at the point of care.

The bonus amount paid to providers will be the up to \$2,000 per eligible employee plus provider FICA (7.65%)

Payout Timeline:

- **March 1, 2022:** NC Medicaid will issue bonus payments directly to providers who submitted for all approved eligible workers by the January 31, 2022 deadline.
 - NC Medicaid will issue a formal email notification to providers whose number of eligible employees was re-determined by NC Medicaid's review.
- **By March 31, 2022:** NC Medicaid will issue bonus payments directly to providers who submitted for all approved eligible workers by the February 4, 2022 deadline.
- **Within 45 days of funds receipt:** Providers shall distribute the NC Medicaid-specified one-time bonus amount evenly to each identified direct care worker and support staff within the next practicable pay period, not to exceed 45 days from funds receipt.

Eligibility Portal

One-Time Bonus – Eligibility Portal

Portal Overview

The [Direct Care Worker and Support Staff Eligibility Portal](#) is now open for provider registration and submission of the following direct care worker and support staff one-time bonus requirements:

- Attachment of signed One-Time Bonus Attestation and Acknowledgment Form PDF
- A description of the position held by any direct care worker or support staff the provider has designated as eligible
- The number of eligible direct care workers or support staff that meet the position description

* All additional entry fields within the submission form are required

One-Time Bonus – Eligibility Portal

Portal Registration

Providers can visit the [NC Medicaid web-page for the NPI and location code combinations](#) that should be used for their registration codes.

All providers should identify one executive or authorized employee as the point of contact to register for access to the eligibility portal. Upon registration, this person establishes themselves as the authorized submitter and will receive a username and one-time password.

Customer Registration

First Name

first name

Last Name

last name

Business Email

business email

Registration Code

Your company registration code

☐ I agree to the [Privacy Policy](#) and Community [Terms and Conditions](#)

Submit

One-Time Bonus – Eligibility Portal

Portal Registration Codes

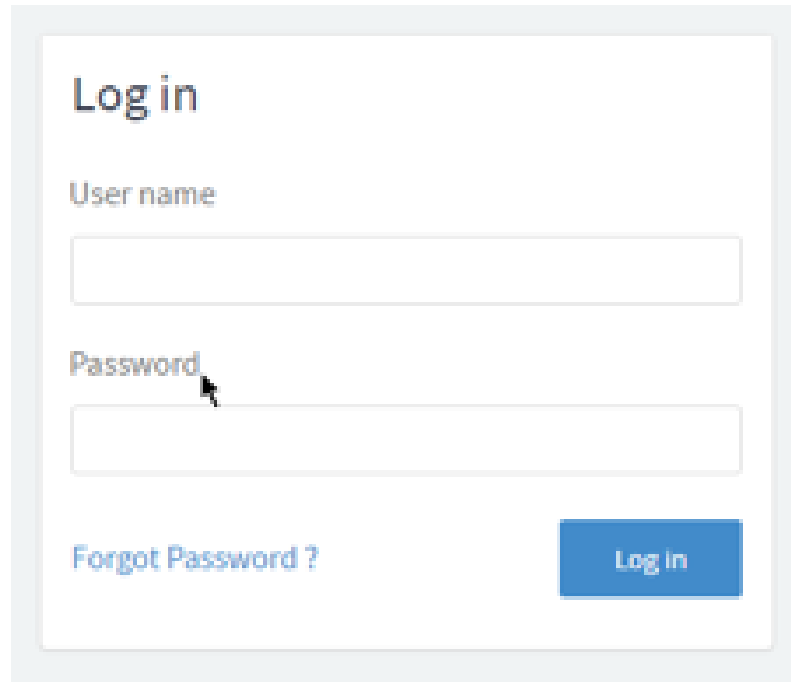
Visit [NC Medicaid web-page for the NPI and location code combinations](#)

Provider Submission Scenarios:	Registration Code:
Single Provider Service Location	Combination of NPI and location code; example: 123456789-001
Single Provider with Multiple Provider Service Locations	Combination of NPI and parent location code; example: 123456789-001
Multiple Providers (Users submitting for multiple providers using multiple NPIs)	<p>Combination of an NPI and parent location code; example: 23456789-001</p> <p>Upon registration, the user must email Medicaid.DCW.HelpDesk@dhhs.nc.gov with the following information to receive the ability to submit for multiple provider NPIs:</p> <ul style="list-style-type: none">▪ Registration username▪ Registration email▪ All NPIs submitting for▪ Corporate name <p>*NC Medicaid is working to address these inquiries. Please allow some time to pass prior to re-attempting to log-in and verify NPI assignment after sending the above information</p>

One-Time Bonus – Eligibility Portal

Portal Log-in

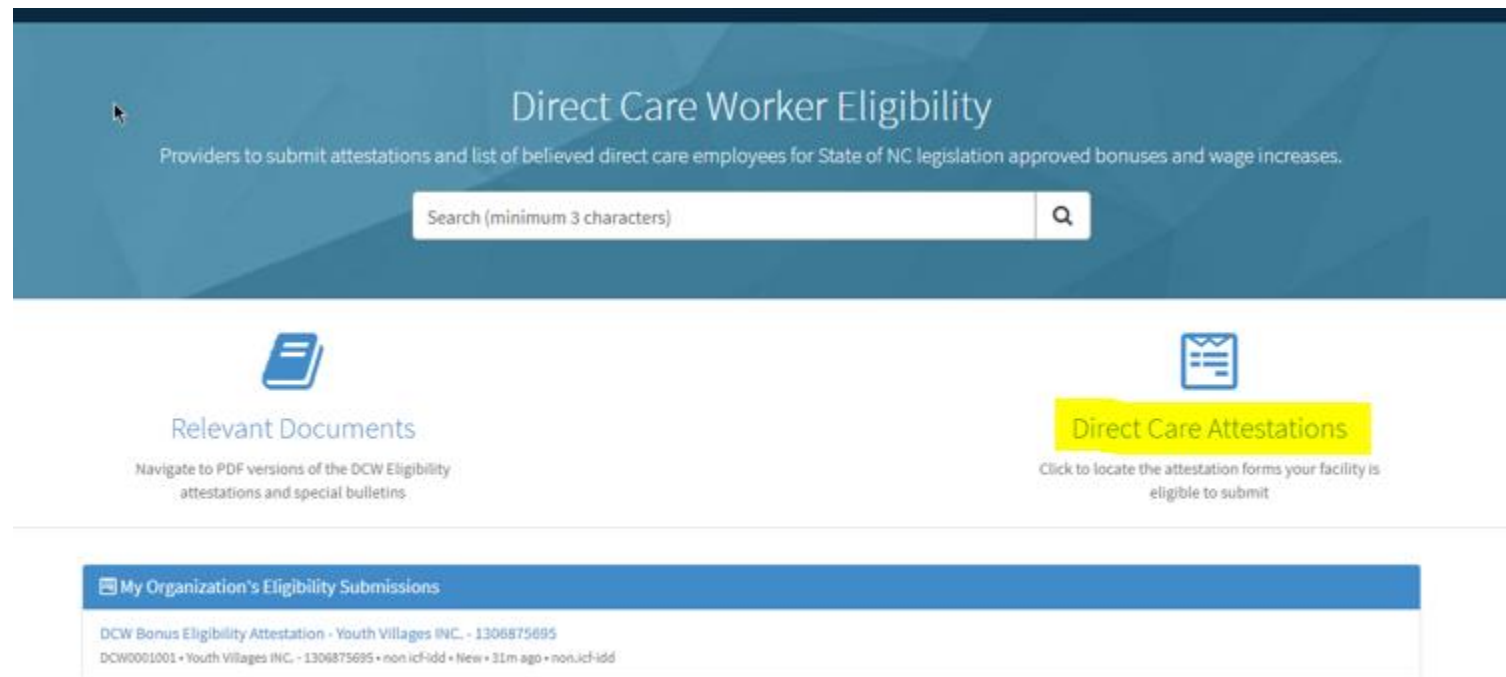
After registration, authorized users will receive a registration username and password through the business email address they provided. They will use this information to access the eligibility portal.

A screenshot of a web form titled "Log in". The form is enclosed in a light gray border. It contains two input fields: "User name" and "Password". The "User name" field is a simple text box. The "Password" field is a text box with a small cursor icon at the end. Below the "Password" field, there is a link that says "Forgot Password ?" in blue text. To the right of this link is a blue button with the text "Log in" in white.

One-Time Bonus – Eligibility Portal

Portal Landing Page

After logging in, the authorized users will have access to the attestations & eligibility form. Users should click into the “Direct Care Attestations” link to begin the submission process.

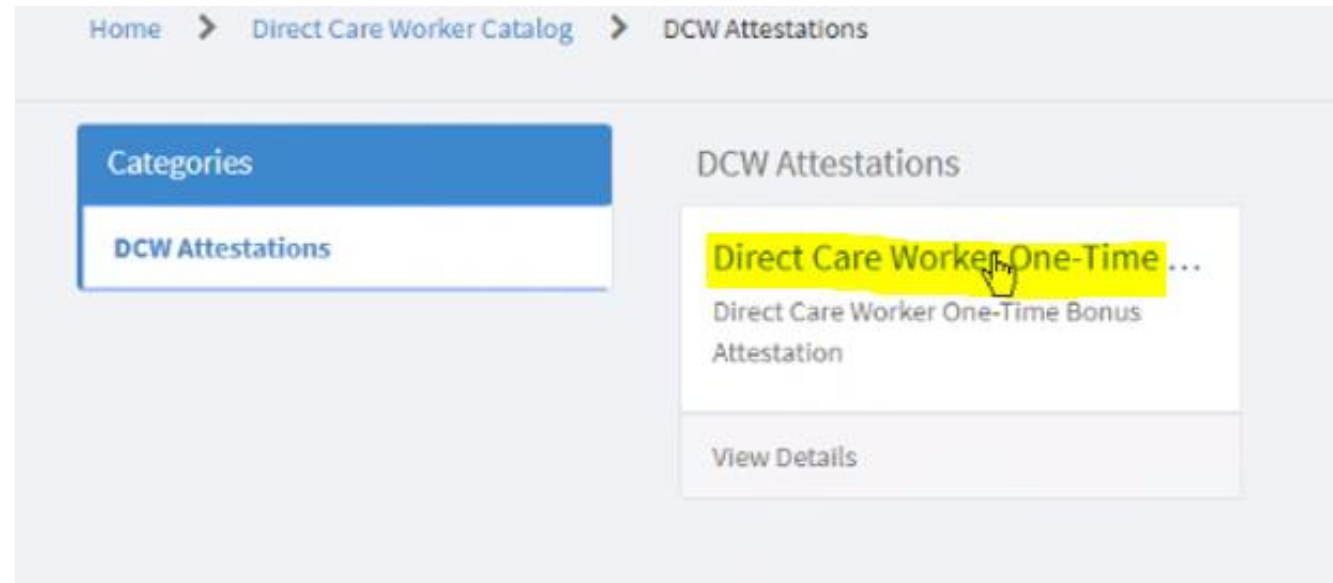


Note: PDF versions of attestations which should be signed and uploaded to the eligibility form are available for download at the Relevant Documents link.

One-Time Bonus – Eligibility Portal

Portal Submission – One-Time Bonus Eligibility Form

After clicking into the “Direct Care Attestations” link on the landing page, select the Direct Care Worker One-Time Bonus Eligibility Form to begin a submission.



One-Time Bonus – Eligibility Portal

Portal Submission – One-Time Bonus Eligibility Form

The One-time Bonus Eligibility Form is designed to capture the required information for the one-time bonus. Authorized users must respond to all required entry fields, attach a signed PDF copy of the attestation, and enter the number of eligible employees for each selected Direct Care Worker service description. These pre-loaded descriptions are included below:

- Waiver, State Plan LTSS, State Plan Behavioral Health Services
- Personal Care
- Home Health, Hospice and PDN
- CAP/C pediatric nurse aide service
- CAP/C congregate care services
- CAP/C in-home and respite
- Innovations (Community Networking, Supported Employment, Day Supports, Residential supports, Supported Living)
- TBI Waiver (Personal Care, Life skills training, Community Networking, Supported Employment, Respite, Residential Supports, Day Supports)
- (b)(3) Services (Individual Supports, Transitional Living, Supported Employment, Respite, Innovations arrays)
- Research Based Treatment for Autism-Based Spectrum Disorder (technician only)
- CAP/C institutional respite
- CAP/DA adult day health
- CAP/DA congregate care services
- CAP/DA in-home and respite
- CAP/DA institutional respite
- PRTF/ Residential
- Community Support Team
- SAIOP/SACOT
- Mobile Crisis
- Day Treatment
- Partial hospitalization
- PACE (Personal Care, Home Health)
- Other (pending NC Medicaid review)
- Licensed Professionals

Eligible providers are listed on slide 6

Eligible support staff definitions will be made available through FAQs

One-Time Bonus – Eligibility Portal

Portal Submission – One-Time Bonus Eligibility Form

☐ Acknowledge DHHS reserves the right to request accounting/payroll information for auditing purposes

Provider Organization / Facility Information

Provider Representative

Facility DSHR License Number

What facility in your organization does this attestation apply to?

If you only submit for one facility in your organizational structure, there will only be one option available. If you submit on behalf of multiple facilities in your organizational structure, please select the one this submission is intended for. All additional information entered should be relevant to this submission ONLY. All other facilities will require their own submission.

Number of licensed beds at this facility

This should be a number between 1 and 500. If the facility this attestation is submitted for has no licensed beds, please indicate so using the provided checkbox beneath this field.

☐ Facility has no licensed beds

DCW Positional Descriptions

AddRemove All

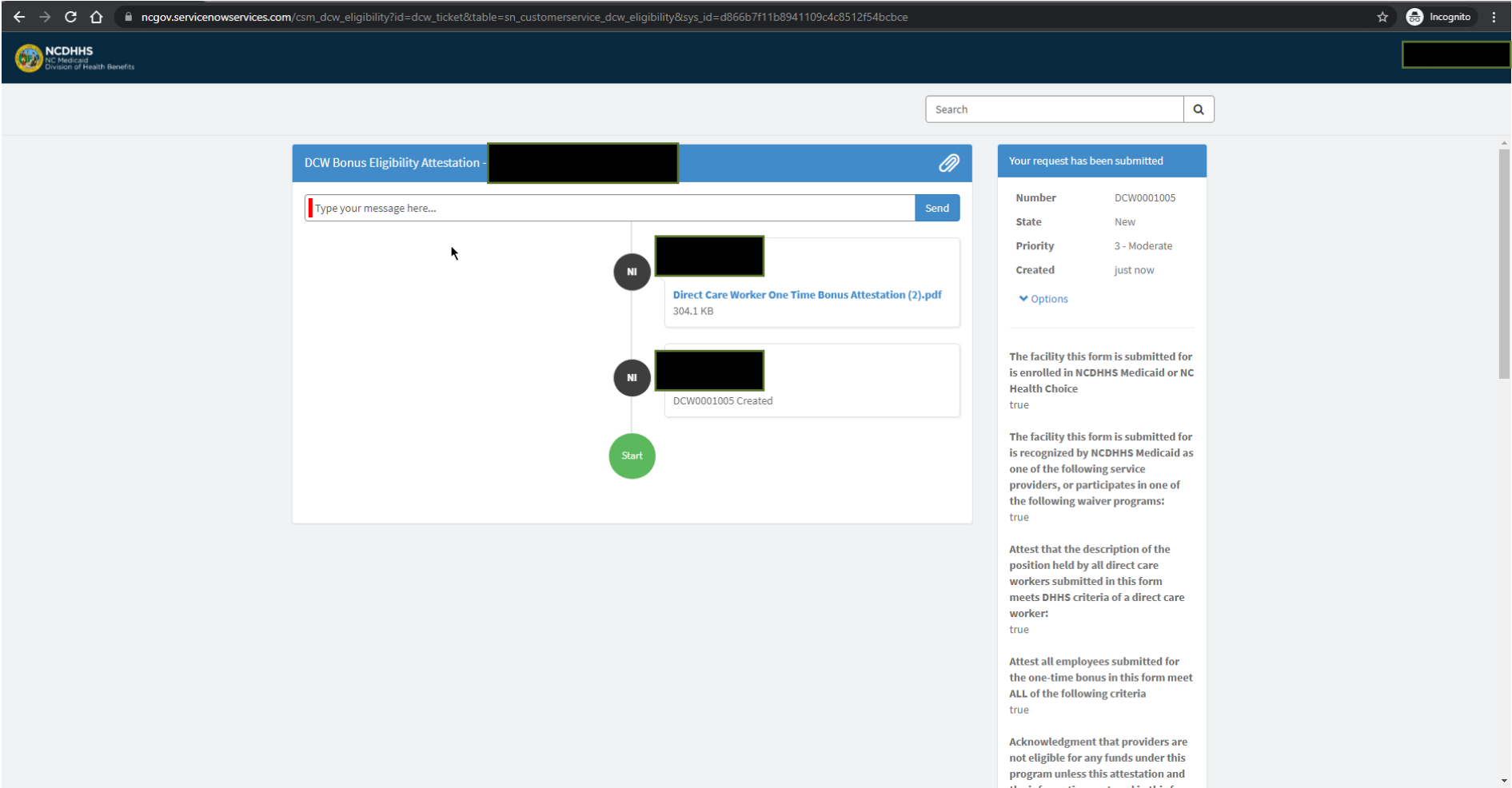
Actions	Positional Description	Please specify CAP/C	Please specify (b)(3) services	Please specify CAP/DA	Please

Ability to select pre-loaded authorized position/service descriptions and the number of employees who meet them:

One-Time Bonus – Eligibility Portal

Portal Submission – One-Time Bonus Eligibility Form

After completing the submission form, the user receives confirmation of submission when the case ticket notification page appears. Users have the ability to comment if needed:



One-Time Bonus Eligibility Portal

Next Steps & Resources

Next Steps:

- Providers identify Authorized Users who register for access to the Eligibility Portal
- Visit [NC Medicaid web-page for the NPI and location code combinations](#) and register for the portal
- Jan. 31, 2022: Provider deadline to submit all final eligibility determinations to receive payment March 1, 2022
- Feb. 4, 2022: Provider deadline to submit all final eligibility determinations to receive payment March 29, 2022

Resources:

- [Special Bulletin COVID-19 #224: Update on Direct Care Worker One-Time Bonus and Wage Increase Initiative](#)
- [DCW Provider NPI and Location Code List for Eligibility Portal Registration](#)
- [DCW and Support Staff One-Time Bonus FAQs](#)
- In the next few days, NC Medicaid will be launching a DCW webpage that will contain all bulletins, links, FAQs, webinar recordings and other resources related to the one-time bonus and wage increase initiative. A bulletin will be shared when this webpage is live