

# NC Community Alternatives Program

## Consumer-Direction Overview

What is consumer-direction?	<p>Consumer-direction is a self-direct model of care that allows an individual approved to participate in the CAP 1915 (c) Home and Community-Based Services waiver to have flexibility and decision-making authority over what services and supports to receive to address health care needs. Consumer-direction offers a CAP beneficiary more choice and control over the type of services received, when and where the services are provided, and by whom services are delivered.</p> <p>Consumer-direction is offered as an option in the Community Alternatives Program waiver. A beneficiary, their legally responsible person, or representative may elect to participate in this option.</p>
Eligibility Criteria	<p>To be eligible for consumer-direction a beneficiary must:</p> <ul style="list-style-type: none"><li>• be enrolled in the CAP waiver;</li><li>• demonstrate an understanding of the rights and responsibilities of consumer-direction;</li><li>• be willing and capable of assuming consumer-direction responsibilities;</li><li>• complete a self-assessment questionnaire; and</li><li>• complete required trainings.</li></ul>
Key Players in Consumer Direction	<p><b>CAP Beneficiary:</b> The individual responsible for directing care; the beneficiary, parent or guardian of a beneficiary 0-18 years old, or the beneficiary's appointed representative.</p> <p><b>Care Advisor:</b> A specialized case manager knowledgeable of consumer-direction who supports the beneficiary in making consumer-direction decisions. The care advisor will provide consumer-direction training to the beneficiary and assist in enrollment.</p> <p><b>Financial Manager:</b> An entity that will assist the beneficiary in managing expenses to pay for services and goods. The financial manager will process payroll for the personal assistant and handle all federal and state tax requirements. The financial manager will also assist the beneficiary in completing and verifying background checks for personal assistants.</p> <p><b>DMA:</b> The agency designated to manage and provide oversight of the CAP waivers and providers.</p> <p><b>Representative:</b> An individual appointed by the beneficiary to make decisions on their behalf and control their consumer-direction services.</p>

Available Service to Consumer Direct	<ul style="list-style-type: none"> <li>• Personal Care Services</li> <li>• Non-institutional respite</li> </ul>
Enrollment Process	<ol style="list-style-type: none"> <li>1. Express interest in consumer-direction</li> <li>2. Attend orientation sessions</li> <li>3. Receive self-assessment questionnaire, consumer-direction technical guide, and Department of Labor resource documents from care advisor</li> <li>4. Submit completed self-assessment questionnaire to care advisor</li> <li>5. Participate in consumer-direction orientation and training and any enhancement training based on self-assessment questionnaire to build consumer-direction skills set; when ability to direct is illustrated,</li> <li>6. Referral to the financial manager (FM)</li> <li>7. Enrollment appointment with financial manager</li> <li>8. Development of the person-centered consumer-directed plan of care</li> <li>9. Care advisor submits change of status request to e-CAP for approval</li> <li>10. Approval to participate in consumer-direction</li> </ol>
Monitoring for Health, Safety, and Well-being	<p>The case management entity (CME) shall conduct regular contact with the consumer-direction beneficiary to review the provision of appropriate services and monitor the health, safety, and well-being.</p> <p>Monitoring includes:</p> <ul style="list-style-type: none"> <li>• Monthly contact by telephone or in person</li> <li>• Quarterly visits (frequency of visit is based on identified risk factors of the beneficiary)</li> <li>• Quarterly Multidisciplinary Team meetings</li> </ul> <p>When health, safety and well-being issues cannot be managed, disenrollment may occur. Possible reasons for disenrollment include:</p> <ul style="list-style-type: none"> <li>▪ failure to comply with monitoring requirements;</li> <li>▪ inability to function in the role of employer of record by evidence of: <ul style="list-style-type: none"> <li>○ fraud, waste, and abuse; and</li> <li>○ occurrences of abuse, neglect, and exploitation.</li> </ul> </li> </ul>