

## CAP/C Coordinated Caregiving Frequently Asked Questions

**Q:** What is the implementation schedule for those currently on “provider-led” but would like to transition to “coordinated caregiving”?

**A:** The waiver participant’s assigned CAP case manager will begin transition planning in June 2023 to help you develop a plan of care and transition your child to the appropriate service option that meets your family’s needs. If you, as a parent, meet extraordinary circumstances and wish to continue to be the paid caregiver, you can continue to be the paid caregiver.

**Q:** What is the hourly pay for just the parent?

**A:** There are three stipend payment levels. Stipend level one is paid to a live-in caregiver for a waiver participant with low or moderate needs like CAP in-Home aide. Stipend level two is paid to a live-in caregiver for a waiver participant with high needs like pediatric nurse care. Stipend level three is paid to a live-in caregiver for a waiver participant with skilled care needs like attendant nurse care. Each service through the CAP/C waiver has established fees published on the NC Medicaid website. These published fees report the maximum amount NC Medicaid reimburses for each service. The provider authorized for the services may collect the total amount and determine the amount paid to a direct care worker. A portion of the daily rate paid to the Coordinated Caregiver provider will be paid to the live-in caregiver as a stipend.

**Q:** For coordinated caregiving, who bills and pays the stipend?

**A:** The coordinated caregiver provider.

**Q:** Do families have to meet all 5 of the extraordinary circumstances to be the paid caregiver using the consumer-directed service option?

**A:** Only one condition must be met under the extraordinary circumstances for a parent or legally responsible person to be the paid caregiver. This process of identifying the availability of agencies’ ability to recruit workers is a joint responsibility of the waiver participant/parent and the CAP case manager. The case manager is responsible for managing (monitoring and following up) the accessibility of workers through agencies.

**Q:** Can you have a live-in caregiver and an outside caregiver?

**A:** Coordinated caregiving is a service that permits the live-in caregiver to meet the needs of the waiver participant. While using this service, it is expected that the support of external caregivers is not needed. However, all family situations are unique, and services are planned to meet the needs of the family when special conditions are identified.

**Q:** Is there an age qualification (child) for a parent to be the paid caregiver under coordinated caregiving?

**A:** No

**Q:** Can a direct care worker providing respite care work more than 40 hours?

**A:** Yes

**Q:** What is the contact information for CareForth.

**A:** The contact number is 866-797-2333.

**Q:** Will CAP/C children enrolling in coordinated caregiving receive extra hours during the summer school and holiday breaks?

**A:** No, coordinated caregiving does not have a set schedule of hours per day or week. The live-in caregiver is available to provide support to the waiver participant when needed.

**Q:** Can coordinated caregiving be offered to a family with two children living in the home receiving CAP/C services but at a different acuity level, pediatric nurse aide and attendant nurse care?

**A:** Yes

**Q:** How does coordinated care work if the participant stays on campus for a few days of the week and a few days at home?

**A:** Services are planned based on the college student's care needs and residential setting. A plan of care is created to identify care needs and supports.

**Q:** Can I still use an LPN or RN for my daughter for respite hours if I'm the coordinated caregiver?

**A:** Yes, if the child is assessed to need an LPN or RN to provide respite care.

**Q:** If an agency can only staff 4-6 shifts per month, and 84 hours per week are needed does this count toward the criteria of being unstaffed? If so, can the parent become a live-in caregiver under coordinated caregiving?

**A:** Yes

**Q:** Can a parent be the live-in caregiver under coordinated caregiving if the parent has a very small seasonal part-time job on the weekends and the other parent is home to care for CAP/C child?

**A:** A legally responsible person or a close kinship live-in relative cannot exceed more than 40 paid work hours per week. A paid caregiver's (outside) work cannot interfere with the waiver beneficiary's service needs.

**Q:** What are the pay rates for each level of coordinated caregiving?

**A:** All rates for services in the CAP/C waiver are published on the NC Medicaid website in a Fee Schedule. An updated Fee Schedule will be posted on or before November 2023.

**Q:** I am with a company now (like Careforth, will we have to change companies?

**A:** An agency must be approved to provide coordinated caregiving services. If the agency you are with now is not approved to provide coordinated caregiving and is not able or willing to provide that service, yes, a change in your provider will be required.

**Q:** The “Program Assurances” page mentions hours per week for a parent/kinship care provider. Also, a stipend has been mentioned as compensation for a parent under coordinated caregiving. Which is it? A stipend or an hourly rate?

**A:** Stipend

**Q:** If there is an availability of nurses or CNAs will this affect the ability to transfer from CD lite to coordinated care? Or can I continue to receive pay as coordinated care and turn away nurses?

**A:** Under Coordinated Caregiving, the extraordinary circumstances do not need to be met.

**Q:** Can the coordinated caregiving live-in caregiver change from parent to parent if the child starts living with the other parent?

**A:** Coordinated caregiving is provided in the primary residence of the waiver participant's home. When the parents of the waiver participant are ordered to share custody, coordinated caregiving services can follow the waiver participant from home to home. The stipend will be shared and paid to the parent with whom the child resides during the care intervention.

**Q:** How much is the stipend for coordinated caregiving?

**A:** Each service through the CAP/C waiver has established fees published on the NC Medicaid website. These published fees report the maximum amount NC Medicaid reimburses for each service. The provider authorized for the service may collect the maximum amount and determine the amount paid to a direct care worker. A portion of the daily rate paid to the Coordinated Caregiver provider will be paid to the live-in caregiver as a stipend.

**Q:** Under coordinated caregiving, can you choose your own agency, or must you use one provided through the program?

**A:** An agency must be an enrolled Medicaid provider and be approved to provide coordinated caregiving services.