



Consumer-Directed Attendant Care (CDAC) Provider Handbook

What Is Consumer-Directed Attendant Care (CDAC)?

People may reach a point where they need help to remain in their own home. This may happen because of an accident, a lengthy illness, disability, or aging problems. Fortunately, there is an option for people in this situation in which they can hire someone to help them.

In the Home- and Community-Based Services (HCBS) Medicaid waiver program, there is an opportunity for people to have help in their own homes. A member may consider having a CDAC provider to assist them. Under this option, members are responsible for finding, hiring, training, directing, and if needed, firing their CDAC providers.

CDAC service is available to Medicaid members who are eligible for the following Medicaid programs:

- AIDS/HIV Waiver,
- Brain Injury Waiver,
- Elderly Waiver,
- Health and Disability Waiver,
- Intellectual Disability Waiver, or
- Physical Disability Waiver

The services are designed to help members do things that they normally would for themselves if they were able. The service must be a direct, hands-on service. There are two types of CDAC services, unskilled and skilled.

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

Housekeeping
Fixing meals
Cleaning up after meals
Taking medicine
Shopping
Running errands
Handling money



Getting dressed and undressed
Getting in and out of bed
Taking a bath
Communicating with others
Scheduling appointments
Going to the doctor

Skilled services are more medical in nature. Every two weeks a licensed nurse or therapist must supervise the provider who does these skilled CDAC activities. Skilled services that a provider might help with include:

Monitoring medications
Parenteral injections
Tube feedings
Colostomy care
Recording vital signs



Intravenous therapy
Catheter care
Post-surgical nursing care
Therapeutic diets

Who Can Be a CDAC Provider?

To be a CDAC provider, you:

- Must be at least 18 years old.
- Can be a family member, friend, or neighbor of the person you are helping.
- Cannot be the spouse of the person you are helping.
- Cannot be the parent or stepparent of a minor child you are helping.
- Must have either the training or experience to provide the service that the person needs.
- Must have an approved abuse and criminal background check before you are enrolled as a provider.



Where Do You Provide CDAC Services?

Services are provided in the member's home or in the community.

How Do You Enroll as a Provider?

Do you have the patience, caring, dependability, specialized training or experience it takes to help someone in their own home? If so, you can apply to become a CDAC provider. You may already have someone in mind that you would like to provide services for, or you may simply enroll as a provider in order to get on a list of approved providers.

To enroll as a CDAC provider, you need to contact the Iowa Medicaid Enterprise (IME):

By mail at:

IME Provider Enrollment
P.O. Box 36450
Des Moines, IA 50315

By telephone at:

1-800-338-7909 or
515-256-4609 (in the Des Moines area only)
Select option 2 for Provider Enrollment

Then What Happens?

You will request an application to become an individual HCBS CDAC provider. The IME will mail you an application form with instructions for filling it out. (You may also download a copy of the HCBS waiver provider application from the DHS website located at: <http://dhs.iowa.gov/ime/Providers/enrollment/WaiverEnrollment>.)

The IME will also request your permission to complete a criminal history and abuse background check. Read the instructions carefully! They are very helpful.

After approval of your application, the IME Provider Services Enrollment Unit will send you a letter to verify that you are an enrolled Medicaid HCBS CDAC provider. Your Medicaid NPI number will be on the letter. Use that number on all of your correspondence with the IME Provider Services Unit. Also put it on your claim forms.

Brain Injury Waiver Providers

The IME Brain Injury (BI) waiver providers must complete the Department's online brain injury training course modules one and two within 60 days from the beginning date of service provision. Online training modules are available here:

<https://secureapp.dhs.state.ia.us/lowatbi/>. Providers enrolled to provide BI waiver services on or before December 31, 2014, shall be deemed to have completed the required training.

CDAC Agreement

Form 470-3372, *HCBS Consumer-Directed Attendant Care Agreement*, is the contract between you (the provider) and the person you are helping (the Medicaid member). You and the member will fill out this agreement together. It also must be approved by the member's case manager or Department of Human Services (DHS) service worker.

This agreement is very important. It lists the "service activities" the member needs help with. Read this agreement very carefully before you sign it. By signing it, you are agreeing to do specific things for the member. You are also agreeing to keep accurate records of what you are doing for the member. Keep a copy of this agreement and look at it often.

After the initial agreement is completed, the member must update the agreement annually. The updated agreement must also be approved in the service plan of the case manager or DHS service worker.

The agreement may need to be updated if the member's needs change. If this happens, contact the case manager or DHS service worker.



Important Things to Remember to Receive Payment:

- You must enroll with Iowa Medicaid Enterprise and receive your provider NPI number from the IME Provider Services Unit.
- The member must be eligible to receive waiver services and you must be approved to provide services by the member's DHS service worker or case manager.
- You must have a complete and signed CDAC agreement filled out between the member and yourself.
- You will be able to provide CDAC service only for the waiver that you applied for.
- You may apply under any or all of the waiver programs.
- Both you and the member must sign and date the CDAC agreement. The member's case manager or DHS service worker must give final approval of the agreement.
- You will be paid only for services and service units that are stated and approved on the CDAC agreement.
- You must write down what services you provided to the member. See "Keeping Accurate Documentation" for the details.
- You can bill only for services that you personally provide. You may not subcontract with others to do the work that you are authorized to provide.
- You can bill for CDAC services starting in the month after you provide the service.



Keeping Accurate Documentation

All CDAC providers are required to keep records of the things they do (service activities) for the waiver member. Federal and state rules require complete and readable records for every service for which a payment is made to the CDAC provider. These records show what you did for the member and why you should be paid.

These records must contain:

- The date service activities were performed (in the format MM/DD/YY).
- The time of service. Examples: 8 AM to 10 AM, 1:30 PM – 4:30 PM.
- What you did for the member. Example: Bathed Mrs. M, prepared breakfast, did light housekeeping.

To meet these requirements, use DHS form 470-4389, the *Consumer-Directed Attendant Care Daily Service Record*. This form is available on the IME website at: <http://dhs.iowa.gov/sites/default/files/470-4389.pdf>.

It is important that you are able to support the claim form you submit for payment by the service records you keep. These two records must match. Keep these records in a safe place. Make sure you are keeping them accurate and up to date.

You must maintain these records for a minimum of five years. Even if you stop being a CDAC provider, you must keep these records for a period of five years from the time you bill Medicaid.

Your records are subject to audit by the federal and state government. Upon request, you must make these records available to a person authorized by DHS. You will be required to repay any amount paid to you by Medicaid if you do not have these records.

Failure to maintain accurate records can result in denial of payment, returning money to the government, or even losing your position as an enrolled CDAC provider.



Billing Tips



You must use DHS form 470-2486, *Claim for Targeted Medical Care*, to submit your claims. Before payment can be made to you, these things must be complete:

- You are an enrolled provider through the IME Provider Services Enrollment Unit, and you have your NPI provider number.
- The person you want to provide services for is eligible for CDAC service.
- There has been a team meeting authorizing you to provide CDAC services to the person.
- You and the person have signed and dated the CDAC agreement.
- The case manager or DHS service worker has approved the CDAC agreement and you have received a Notice of Decision saying so.
- You have correctly filled out the Claim for Targeted Medical Care and the person or the person's legal representative has signed the claim to approve the payment.

Billing the First Month and Thereafter:

You can be paid only for services provided after the CDAC agreement is approved in the case manager's or DHS service worker's service plan for the person.

Example: The person's CDAC agreement and service plan start on July 7, 2014.

- Enter 07/07/14 in First Date, Field 15 of the billing form.
- Enter 07/31/14 in Last Date, Field 16 of the billing form.

Billing the Last Month:

The last day you can be paid for CDAC services is the last day identified on the CDAC agreement and approved in the person's service plan. The CDAC agreement must be updated annually for paid CDAC service to continue.

Example: The person's eligibility ended on August 12, 2014.

- Enter 08/01/14 in Field 15 of the billing form.
- Enter 08/12/14 in Field 16 of the billing form.

Who to Call for Billing Problems:

The IME Provider Services Unit

1-800-338-7909 or 515-256-4609 (in the Des Moines area only)

Select option 3 for the Specialized CDAC Provider Representatives

Who to Call for Provider Enrollment Issues:

The IME Provider Services Enrollment Unit

1-800-338-7909 or 515-256-4609 (in the Des Moines Area only)

Select option 2 for Provider Enrollment

Keeping your CDAC Position

Once you have your CDAC position, wouldn't it be nice to keep it? Remember you will be a paid care provider in the member's home. Your place of work is in the person's home, so always be respectful of the person's property.

Here are some suggestions to consider when providing in-home care:

- Show up for work on time and with a positive attitude.
- Let the member know if you cannot be there as scheduled.
- Ask the member to help plan for time off and emergencies that may come up for you.
- Have a back-up plan for the member's care.
- Avoid treating the person like a child or as if the person weren't there.
- Call the member by name and make sure you have the person's attention before speaking.
- Allow enough time for a response. Be careful not to interrupt.
- Provide clear, step-by-step instructions if the member needs prompting.
- Try to frame questions and instructions in a positive way.
- Be sensitive to the member's feelings about losing the ability to do everything independently.
- Don't do for a member what the member can still do without help!
- Pay attention to safety risks in the home, like fire hazards, poor lighting, or throw rugs. Encourage the use of handrails, non-skid bathmats, slowing down, etc.
- Keep in contact with the member's case manager or service worker. Let the case manager or service worker know if the member has any unmet needs or if there are any changes in the member's condition or needs.
- Ask the doctor or other professionals any questions you have about the member's disabilities.
- Contact organizations for more information about providing good care for the member. Possible resources include the Iowa Area Agency on Aging, Brain Injury Alliance of Iowa, Association for Retarded Citizens, Iowa Caregivers Association and others.
- Do not ever gossip or share any information about the member with anyone unless you have specific permission from the member to do so. This is called respecting confidentiality.
- If you are no longer providing services for the member, notify the person's case manager or service worker.
- If you choose not to be a CDAC provider, contact the IME Provider Services Unit so they may take you off the approved provider list.

Planning in Case of Emergency

It is very important that you plan ahead for times when unexpected things happen. For instance, you could become sick and not make it to the person's house or apartment to provide services. The weather could also prevent you from getting there when the person needs you.



In times like these, it is important to have a back-up plan with the member. 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 the member's case manager or service worker about a back-up plan?
- Do you have a plan with your CDAC member to let them know when you won't be able to make it to their home?

In times when I cannot make it to the member's home, I will:

Call _____

Phone Number _____



CDAC and Taxes

At the end of each year, you will receive an IRS 1099 form for the CDAC money you have earned. CDAC earnings are taxable income. It is your responsibility to file state and federal taxes on this money. Even if you provide CDAC services to a family member, this money is **not** tax-exempt. You may consult a tax expert on claiming this money as income.

In Closing...

Our homes are where we are the most comfortable and where we can be our true selves. When lengthy illness, disability or aging problems occur, it is possible to remain at home with quality in-home help. The key is to evaluate, organize and plan.

Keep this handbook in a place where you may refer to it for questions that may come up. You may also access this handbook on the HCBS website at: https://dhs.iowa.gov/sites/default/files/CDAC_Handbook_Provider.pdf.

Acknowledgements



The following resources were used to develop this guide:

National Alliance for Caregiving: www.caregiving.org

Hiring In-Home Help: www.caregiver.org/hiring-home-help

Care Giver's Guide: www.caregiving.org/pdf/coalitions/VA_Caregiver_Guide.pdf

Legal Basis

This handbook is provided as a courtesy to individual CDAC providers. It is not meant to include all of the CDAC rules.

The federal legal basis for the Medicaid HCBS waivers is found in Section 1915(c) of the Social Security Act.

State rules about CDAC providers and services are found at 441 Iowa Administrative Code, subrules:

- 77.30(7) and 78.34(7) for the health and disability waiver
- 77.33(15) and 78.37(15) for the elderly waiver
- 77.34(8) and 78.38(8) for the AIDS/HIV waiver
- 77.37(21) and 78.41(8) for the intellectual disability waiver
- 77.39(24) and 78.43(13) for the brain injury waiver
- 77.41(2) and 78.46(1) for the physical disability waiver

DHS publishes detailed provider manuals that include CDAC services. Refer to those manuals for complete CDAC policies and procedures.

