



Attendant Care Service



What is Attendant Care Service?

Attendant Care Service is intended to restore, maintain, and promote the health status of a waiver participant through: home support, medical monitoring, and assistance with Activities of Daily Living (ADL) and Instrumental Activities of Daily Living (IADL).

There are two types of *Attendant Care Service*

Participant Directed: If a participant is able to make their own medical and financial decisions and can advocate on their own behalf, then the participant can act as their own Employer of Record (EOR). The participant cannot have any short or long term memory problems or cognitive issues.

Representative Directed: If a participant has short and/or long term memory problems and is moderately or severely impaired cognitively, then the participant is not able to advocate on their own behalf and needs to have someone act as the EOR on their behalf.



What does the Case Manager do to get started?

1. Assess the appropriateness of **attendant care**.
2. Assess and interview the potential **employer of record**.
3. Assess and interview the potential **attendant**.
4. Complete the application in Phoenix:
 - ❖ *Participant Directed Attendant Care Request*: if the participant can act as EOR
 - ❖ *Representative Directed Attendant Care Request*: if another individual will act as the EOR

What does the Case Manager do ongoing?

Case Managers:

Review all information on daily logs. They narrate receipt and review of logs no later than the 22nd of the day of the month.

Complete and mail a Notification Letter to the participant/primary contact and EOR with a 10-day notice of termination of service if the logs are not received by the date noted on notification. This is in the case that logs are not received by the 15th of month from the Attendant with appropriate signatures. The case manager sends this notice no later than the 22nd of that month.

Investigate discrepancies or differences in services provided and those indicated on service plan.

Inform the UAP (University Affiliated Program) if the participant or EOR suspected of no longer being capable of supervision.

Terminate attendant care immediately if the EOR dies, or is no longer able or willing to provide weekly supervision. Any changes in EOR must be referred as a new match visit to determine the prospective EOR's ability to direct care and to establish the Attendant as the employee.

Notify the UAP of any changes in the participant's condition or situation that may impact Attendant Care services.

Confirm service was provided if Attendant turns in a Resolution Log.

Attend Care Call training at the area office with the Attendant and EOR. The case manager will review the Service Plan with the attendant and EOR and give a copy to both. Also they will create the authorization and give a copy of the authorization to the Attendant.

What does the Employer of Record do?

Employers of Record:

Choose their employee(s). Checking references of an employee is strongly recommended. South Carolina Criminal Background Checks are required on all employees and are to be paid for by the employee. Results are shared with the employer of record.

Must notify the case manager when a participant is admitted to a hospital/rehab facility/nursing home. Employees are not allowed to work and be paid with Medicaid funds if the participant is admitted to a hospital/rehab facility/nursing home.

Must be present and observe the care provided by the attendant/companion at least monthly and monitor that appropriate care, as outlined by the Service Plan, is delivered to the participant as authorized.

Must be available at least weekly to review and sign Daily Logs which have been completed by the Employee/Attendant.

Notify the case manager if Employees/Attendants fail to submit Daily Logs to the Employers of Record for signature.

Must provide gloves and continue to make sure Employees/Attendants continue to provide good infection control.

Must approve daily/weekly schedules and handle any issues related to the work schedule. This includes monitoring of hours as provided as well as the flexibility of the schedule.

Must abide by basic employment law. This includes not being able to base their decision to hire or terminate an employee on an employee's: age, race, color, sex, national origin or disability.

Obtain Worker's Compensation Insurance if four or more employees are hired. Proof of insurance will be needed prior to services being authorized with a fourth employee.

Handle minor conflict resolution. Assistance may be requested from an University Affiliated Program (UAP) nurse.

Handle employment verification for their employees, if requested.

Are not paid to serve as the Employer of Record/Representative of the participant. They also cannot be paid as an Employee while serving as the Employer of Record/Representative of the participant.

Notify the case manager immediately if they decide to no longer be the Employer of Record.

Attend Care Call training at the area office with the Attendant and Case Manager.

What does the Attendant do?

- ❖ Support of ADLs
- ❖ Meal or snack preparation, planning, and serving, cleaning up afterwards
- ❖ General housekeeping duties
- ❖ Shopping assistance and errands
- ❖ Assistance with communication
- ❖ Monitoring medications
- ❖ Maintaining individual participant records
- ❖ Daily Log
- ❖ Back-up plan for service provision
- ❖ Notify CM of any changes

What are the eligibility requirements for an Attendant?

- ❖ Annual PPD
- ❖ SLED background check
- ❖ Demonstrate ability to read, write, and speak English
- ❖ Fully ambulatory
- ❖ Capable of providing assistance with ADLs
- ❖ Capable of following service plan
- ❖ At least 18 years of age
- ❖ Capable of following billing procedures and completing required paperwork
- ❖ No known convictions for abuse, neglect, or exploitation
- ❖ No known conviction for any crime against another person
- ❖ No known felony convictions
- ❖ Attend Care Call training at the area office with the EOR and Case Manager.
- ❖ The Primary Contact can act as an attendant. However, there must be an EOR available for the case manager to contact and check on attendant care services.