

# Your care on your own terms

Participant Directed Attendant  
Care Services (PDACS) program





## What is Participant Directed Attendant Care Services?

In Indiana PathWays for Aging, **Participant Directed Attendant Care Services, or PDACS**, is a way of receiving your attendant care services. You may choose to select an agency to provide your attendant care, or you can choose to self-direct your attendant care services.

**PDACS** gives you more choice and control over who provides your attendant care services and how your care is given. To make these choices, you must accept the responsibility of being an employer to the worker or workers providing your services.

In PDACS, you employ the people who give your long-term services — they work for you instead of a service provider agency. This means that you must be able to do the things that an employer would do. These responsibilities include:

- Find, interview, and hire workers to provide services for you.
- Define workers' job duties.
- Develop a job description for your workers.
- Train workers to deliver your care based on your needs and preferences.
- Provide a safe working environment.
- Set the schedule at which your workers will give your care.
- Make sure your workers enter their time worked every day.
- Review the time your workers report to be sure it's right.
- Make sure your workers provide only as much care as you're approved to receive.
- Supervise your workers.
- Address problems or concerns with your workers' performance.
- Fire a worker when needed.
- Ensure there are good notes kept in your home about the care your workers provide.
- Develop a backup plan to address times that a scheduled worker doesn't show up (You can't just go without services.).
- Activate the backup plan when needed.

## Using a Representative as the Employer of Record for PDACS

**What if you can't do some or all the things listed above?** In that case, you can choose a family member, friend, or someone close to you to do these things for you. It's called a Representative or "Employer of Record." It's important you pick someone who knows you very well who you can depend on. The person you pick to be your Employer of Record should not abuse alcohol or drugs. They shouldn't have a history of abusing, neglecting, or exploiting you or anyone else.

To be your Representative, the person must:

- Be at least 18 years of age.
- Know you very well.
- Understand the kinds of care you need and how you want care to be given.
- Know your schedule and routine.
- Know your healthcare needs and the medicine you take.
- Be willing and able to do all the things that are required to be in PDACS.
- Live with you in your home or be present in your home often enough to supervise staff. This usually means at least part of every worker's shift. It may be less if it's enough to be sure you're getting the quality care you need.
- Be willing to sign a Representative Agreement, saying they agree to do all the things required for PDACS.

Your Representative can't be paid to do these things for you. And they can't be paid to give any of your care through PDACS.

Your Service Coordinator will help you complete a self-assessment. This will help decide if you need a Representative.

If you need a Representative, but don't have (or want) anyone to serve in that role, you may not be able to get care through PDACS right now. If so, you'll get the covered services you need through provider agencies.

You can change your Representative at any time. Just be sure to notify your Service Coordinator before you make a change to ensure a smooth transition and to ensure your workers are paid timely.

### **Help you'll receive in PDACS**

You or your Representative will have help doing some of the employer tasks. The help will be provided by a Financial Management Services (FMS) agency. There are two kinds of help you'll receive:

1. The FMS will help you and your workers with paperwork and payments.
  - They'll help you fill out the paperwork you need to be an employer.
  - They'll help your workers fill out the paperwork to be your employees.
  - They'll provide training for you, your Representative, and the workers you pick. See *Training your workers* below for the training that you provide.
  - They'll make sure the workers you pick are qualified to deliver your care and that they have a background check performed and are not on an exclusionary list that would not allow them to work for you.
  - Once you know when you want to get your services based on your approved Service Plan, they'll help you check to make sure your worker is using the timekeeping system the right way.
  - They'll pay your workers for the approved service they give.
  - They'll withhold, file, and pay all required payroll taxes.

2. The FMS will hire or contract with a Supports Broker for you. A Supports Broker is a person who will help you with the other kinds of things you must do as an employer. These are things like:
  - Find and interview workers.
  - Write job descriptions.
  - Train workers.
  - Schedule workers based on your Service Plan.
  - Develop an initial backup plan to address times when a scheduled worker doesn't show up.

Your Supports Broker can't supervise your workers. You or your Representative must be able to do that by yourself.

Besides helping you with the things listed above, FMS is required:

- To report any suspected abuse, neglect, or financial exploitation by your workers, your Representative for PDACS, or others.
- To report:
  - Severe injuries that occur while you're getting care through PDACS.
  - Mistakes your workers make giving you medicine (if you elect to self-direct healthcare tasks).

The state pays the FMS for the help they give.

### **Who can be in PDACS?**

To be in PDACS:

- You must be enrolled in Indiana PathWays for Aging and eligible for home- and community-based attendant care services.
- You can't live in a community-based residential alternative facility. This includes an assisted living facility. You can't receive structured family caregiving. If you live in one of these places, the provider will give you the help you need.
- It has to be written in your Service Plan that you require attendant care. Your Service Plan is written by you and your Service Coordinator based on an assessment of your needs.
- You have to be able to do all the things required to employ your own staff. Or you must have a Representative for PDACS to do all these things for you.
- You must have a signed Service Plan, which includes things to help keep you healthy and safe in your home. This includes any additional risks that may result from choosing to hire your own workers through PDACS.
- Your Anthem health plan managed care entity (MCE) must be able to safely meet your needs in your home while you're in PDACS.
- You must have a backup plan for when a scheduled worker fails to show up.
- You and your workers must agree to use the services of the FMS to help you.

### **Attendant Care Services PDACS**

**Attendant care** is the only service that can be provided through PDACS. The amount of care you'll get depends on what you need. Your services are listed in your Service

Plan. You can't get more services by choosing to be in PDACS, even if the amount you pay your workers is less than it would cost to get care through a provider agency. You can only get the services you need that are listed in your Service Plan.

### **Self-direction of healthcare tasks**

If you decide to be in PDACS, the workers you hire can also help you with medication administration and other healthcare tasks that are medically necessary — as long as you and your doctor say it is OK. It's called "self-direction of healthcare tasks."

If you need help with your medicine and don't have family members to help you, normally only a nurse could give you medicine. But, in PDACS, you can have workers help you with your medicine and other healthcare tasks that are medically necessary instead of a nurse.

You can't hire someone just to give you medicine. Giving your medicine or having your worker help with other healthcare tasks is something extra they can do while giving your other care.

It's your job to talk with your doctor about having your workers help you with your medicine and other healthcare tasks that are medically necessary. It is either your Representative's or your responsibility to train the worker for any specific tasks you need provided. If your doctor says it's OK and you decide to self-direct your workers to give you medicine and assist with other health tasks that are needed:

- It needs to be written in your Service Plan.
- It must be included in the "Tasks to be performed" for that service in your Service Agreement.
- You or your Representative must train them on how to give your medicine and perform other needed tasks.
- Your backup plan for PDACS must say who will give your medicine and help with other healthcare tasks if they don't show up.

Talk with your Service Coordinator if you have any questions about self-direction of healthcare tasks.

### **Backup plan for PDACS**

In Indiana PathWays for Aging, you must have a backup plan for times when a scheduled worker doesn't show up. You'll need backups for all the home services you receive, including those you get through PDACS. The backup plan for PDACS says how you or your Representative will ensure your needs are met if a scheduled worker doesn't show up. It includes:

- The name and phone numbers of people who have agreed to help you.
- The kind of help they can provide.
- When they can help you.
- How they should be contacted.

Your backup may be family members, friends, and neighbors who have volunteered

to help you at no charge. It could also be PDACS workers who have agreed to provide paid backup for other workers. It could even be a provider agency you've contacted that has agreed to provide paid backup for you. Your MCE won't have provider agencies waiting to step in if your workers fail to show up. **Developing a backup plan for your PDACS workers is your responsibility.** But, your Service Coordinator can help you with your first backup plan.

You or your Representative must find the people (or provider agencies) who can serve as backup. You (or your Representative) must contact each person or care provider to see if they're willing and available to provide backup care. The FMS must follow up with each of them to confirm that they've agreed to provide backup care. The FMS will share this information with your MCE.

Your Service Coordinator has to review your backup plan. Your Service Coordinator must also agree that your backup plan is adequate before you can start receiving care through PDACS. When you have to use your backup plan, your Service Coordinator will make sure you're not going without needed services. Your Service Coordinator will also help you make changes to your backup plan, if needed.

It's your responsibility to call in backup help when a PDACS worker fails to show up. You can't simply go without care. To continue receiving care through PDACS, you must be able to get the care you need.

## **Fraud, waste, and abuse prevention**

**You can't receive PDACS while you're hospitalized.** This is considered a duplication of service and can lead to perceived fraud, waste, and abuse concerns. Fraud, waste, and abuse occurs when rules are broken for personal gain and may be committed by workers, providers, or members. If you're in the hospital, the hospital staff will provide any needed care. Workers may not be paid to render services in a hospital setting. Approving a worker's time during your hospitalization could result in involuntary termination from PDACS.

**Don't approve time that wasn't worked.** If your workers enter time and you know that care wasn't provided for you, don't approve the entry. Discuss this with your worker. If a repeat issue occurs, reach out to your Supports Broker to discuss. You may need to consider termination of the worker.

## **Being an employer in PDACS**

### **Writing a job description**

Before you start looking for a worker to provide services for you, it's a good first step to write a job description. It's a good idea, even if you plan on hiring a friend or family member. A job description helps you decide what kinds of help you need and what you're looking for in a worker. It also helps your workers know what you expect.

You can use the job description as a guide when screening or interviewing applicants. You can make sure applicants are willing and able to give the kinds of help you need. You can also use it to help you train the workers you hire and to monitor their

performance.

The job description should include:

- A summary of basic job duties.
- Qualifications the person must have.
- Specific information on how you want the job performed.
- Days and times you need help.

You should discuss the job description with your workers and make sure they agree to perform the care you need. Have them sign a copy of the job description or attach it to your Service Agreement.

If your needs change, you can update the job description. Review the job description with your workers any time it changes, and at least once a year.

### **Deciding how much to pay your workers**

For PDACS services, the state sets the worker rates for the services they provide. The FMS pays the workers at the state's hourly rate. The workers are reimbursed at the state rate for hours worked based on the number of approved hours on the attendant care plan.

### **Minimum requirements for workers**

A person must meet all these requirements to be a worker in PDACS:

- 18 years of age or older
- Not the member's Representative for PDACS
- Not the member's spouse, legal guardian, or Power of Attorney
- Able to perform all the services (including tasks) needed by the member
- Able to provide care at the schedule needed by the member
- Able to read, write, understand instructions, and communicate with the member
- Have a valid Social Security number and be authorized to work in the United States
- Have a criminal record check performed and pass, including checks of the abuse and sexual offender registries
- Complete all required training
- Complete all required paperwork to provide care through PDACS
- Sign a Medicaid Agreement and obtain a Medicaid provider number
- Have a valid driver's license and proof of insurance, if they'll need to drive you places

### **Hiring friends and family**

You may already know who you want to hire to give your care. It could be a friend or family member. But, you can't hire your spouse, your Representative for PDACS, a legal guardian, or Power of Attorney to provide care.

Examples of who you can hire include your neighbor, friend, cousin, parent of an adult child, adult child of a parent, adult sibling, adult grandchild, grandparent, a personal services agency, or specifically selected staff employed with a personal services agency with approval from the agency. A personal services agency still has

to meet certain requirements through the state department of health that could impact your ability to truly self-direct supports.

## **Finding workers**

If you don't already know who you want to hire, there are many ways to find workers. Be sure friends and family members know you're looking to hire someone to help you.

The FMS Supports Broker has a worker registry they will share with you so you can search for available workers in your area. You can also make a flyer or advertisement. You can post it on bulletin boards at local employment offices, grocery stores, churches, colleges, or social service agencies — any place you think you may find people looking for work. Call first or talk with someone to find out about rules they may have for posting flyers.

You can also run an ad in the employment section of local college or community newspapers. If you run an ad, be sure to ask how much it will cost first. **Never include your name.** Instead, describe yourself. For example, "Older man who uses a wheelchair needs help with ..." or "Senior woman looking for help with ..." **And never give your home address.** It may be best to have interested people respond by phone. That way, you can screen them first.

## **Screening people you may want to hire**

Once you identify people interested in working for you, you may want to screen them first. Screening means that you ask some questions to find out more about that person. It will help you decide if you want to interview them. Screening is usually done over the phone, but it could be done through email or other ways, too.

Screening helps the applicant understand what you're looking for in an employee and what to expect. You can use the job description as a guide. Tell each applicant you screen that you're required to conduct a criminal background check and that you *will* be checking references. You may also want to mention the rate (or range of rates) you're willing to pay, and make sure the applicant is still interested.

Ask and answer only job-related questions during the screening. Don't ever give out personal information, except what the person must know to decide if they can deliver the care you need.

Here are some quick tips and reminders about screening applicants:

- Call people back as soon as possible.
- Provide basic information about the job, and ask if it sounds like something they're interested in and able to do.
- Ask a few questions:
  - Why are you interested in this kind of work?
  - What training or experience do you have?
  - Are there any parts of the job you may not be able to do? You may want to ask specifically about things like lifting, transfers, help with bathing or



- toileting, or medication. If you need someone to accompany or transport you into the community, you may want to ask about that, too.
- Be organized and take notes. It will be difficult to remember each applicant's responses.
  - You may want a family member or friend to help you. You can also ask your Supports Broker.
  - Don't answer any personal questions.

If, at the end of your screening, you think you'd like to interview this person, you can set a time while you're on the phone. If you're not sure, you can politely end the conversation by saying, *"Thank you for your time. I'll be making my final selections by <date> and will contact my top choices to set up an interview. Thanks again. Goodbye."*

Remember, you don't have to interview everyone. Let each person know you'll call them back if you decide to interview them.

## **Interviewing**

Once you've screened applicants, you're ready to interview applicants you may want to hire. A face-to-face interview gives you the chance to learn as much as you can about the person applying for the job. It also gives the applicant a chance to learn more about the job — what you need and expect — so both of you can make a good decision. This works best if you're prepared.

It's a good idea to have questions ready that you want to ask. Here are some examples. Pick those that make sense for you. Add other questions about the kind of help you need.

- Tell me a little about yourself.
- Tell me about your work experience.
- What do you like best and least about the work you have done in the past?
- Do you have any training or experience helping someone who is older or who has a disability? Give me some examples.
- Are you comfortable around older people with disabilities?
- Are you prompt and reliable?
- How much notice would you need if I need extra help and I am approved for more hours of care?
- Would you be able to help me with lifts or transfers using the right equipment?
- Can you think quickly on your feet? Give me some examples.
- How do you handle differences of opinion with an employer? Can you give an example?
- How do you handle constructive criticism? Can you give an example?
- How do you deal with another person's anger or frustration?
- Do you feel comfortable helping bathe someone?
- Do you feel comfortable helping with toileting?
- Are there things you don't feel comfortable doing?
- Do you have reliable transportation to and from work?

- Describe your best qualities.
- Describe your worst qualities.
- What's your pet peeve?
- Do you prefer/require lots of supervision, or just a task list?
- Do you have any questions/concerns about the job?

### Questions you can't ask during a screening or interview

When you're an employer, you must be fair to all the people who apply to work for you. To help you treat people fairly, there are questions you shouldn't ask during a screening or interview or use as reasons to hire (or not hire) someone. It's against the law to not hire a person for any of these reasons:

- **Marital/parental status**
  - Don't ask applicants if they're **married, pregnant, or planning to become pregnant.**
  - Don't ask if applicants **have children**, the number or age of their children, or about **child care.**
  - You may ask if a person can work the hours you need help, but you must ask all applicants the same question.
  - Don't ask the applicant about the **names of family members or where they work.**
- **National origin or native language**
  - Don't ask about a person's **birthplace or citizenship.** You can ask, "If hired, can you provide proof that you're eligible to work in the U.S.?" But, you don't need to ask, since all new employees must complete the federal I-9 form and provide that proof. If you decide to ask the question, you must ask all applicants (not just someone you think may not be a U.S. citizen).
  - Don't ask the person about their **native (or first) language.** It's OK to make sure the applicant can clearly understand and communicate with you to do their job. But, you can't simply ask what language the person speaks.
- **Age**

Never ask an applicant's **age**, except to make sure the person is at least 18 years old, which is required for PDACS.
- **Religion, schools, and organizations**
  - Don't ask any questions about **religious beliefs.** Don't ask if the person goes to church or where they go to church. It's OK to be sure they understand the work schedule and can provide care when you need it.
  - Don't ask the person about their **star (or zodiac) sign.**
  - Don't ask **where a person goes to school.** But you can ask about education the person has completed that may help them do the job.
  - Don't ask about **clubs or organizations** the person belongs to.
- **Criminal record**

Don't ask if the person has ever been **arrested.** But you may ask about a conviction if it's related to the job. For example, you could ask if the applicant has ever been convicted of driving under the influence if the person you're hiring will be driving you into the community. Remember, all workers must have a criminal background check performed to provide care in PDACS.

- **Discharge from military service**  
You can ask about military service, but you can't ask about the **type of discharge**. That's because it might be a way to learn about other things you can't ask about — like disabilities or arrests.
- **Race**  
You can't ask about or discriminate against any applicant based on their **race**.
- **Disabilities and health problems**
  - With the passage of the Americans with Disabilities Act of 1990 (ADA), you must be very careful when asking questions about an applicant's abilities (or disabilities). You can't ask if the person has any **disabilities or health problems**. Instead, describe the requirements of the job and focus on the applicant's ability to meet them. You can ask applicants if they're able to perform all the required tasks safely.
  - What if an applicant voluntarily discloses a disability or has an obvious disability? If you think it may be necessary to make changes so the applicant can perform the job, you may ask limited follow-up questions to decide what those changes might be. But, never ask questions about the **kind or severity of the person's disability**.
- **Gender**  
You can't discriminate against any applicant based on their **gender**.
- **Political party**  
You can't ask about the **political party** the person belongs to or **how they vote**.
- **Job attendance**  
You should tell applicants when care will be needed and make sure they can work the hours that you need them. It's also OK to ask about an applicant's attendance record at previous jobs. (People miss work for lots of reasons, not just illness.) But you can't ask how many **absences at a prior job were due to illness**. You can't ask about **job-related injuries or workers' compensation claims**. Don't ask about the **health of family members or others** in their life, either. Under the ADA, you can't decide not to hire someone because they have a relationship or association with a person who has a disability.
- **Drug use**  
It's OK to ask an applicant about current use of illegal drugs. But you can't ask about **prior use of illegal drugs** or about any **prescription drugs** they now take. You also can't ask the person if they have any **addictions**.
- **Finances**
  - You can't ask if the person **owns or rents their home**.
  - You can't ask if the person **owns a car**, unless the job includes transporting you into the community, and the person will need to drive their own car.
  - You can't ask the person's **credit rating**.

Set a day and time for the interview that works for you and the applicant. Decide where you'll meet. If you're interviewing in your home, give the person directions to your house. If you prefer not to interview in your home, find another place that works for both of you. Be sure you have each other's phone number in case one of you

needs to change the time.

### **When the applicant arrives**

Pay close attention. Do they look neat and clean? Are they dressed appropriately? Do they seem comfortable around you? Do you feel comfortable around them? Find out as much as you can about them. You will be hiring someone who may perform very personal tasks for you.

Your decision may be based on just a few contacts. Make the interview count. Your health and safety will be affected by the choice you make.

- Try to help the applicant feel comfortable. You can ask, "Did you have any trouble finding the house?" Talking about the weather is always safe and helps people relax.
- Have the applicant fill out a job application. (PPL will give you one.) Then give them the job description. Have the applicant read the job description while you look over the application. Pay attention to:
  - How does it look? Is it neat?
  - Past experience.
  - Is it complete? (Does it include work experience and education?)
  - What are the employment patterns? (Are there frequent job changes?)
- Be sure to ask about:
  - Gaps in employment (any time period of over one month).
  - Things that are missing (education, former employers).
  - Inconsistency (information or dates that don't make sense).
  - (If you have questions about any of the information on the application, ask them during the interview.)
- Explain your disability/needs, as you feel comfortable.
  - Give information that would be important for someone to understand if they were helping you.
  - Review the job description.
- Ask the Interview Questions.

After you finish your questions, ask applicants if they have any questions. The questions they ask can tell you a lot. Be sure not to talk too much — you want to learn about them.

### **Things to look out for**

- An applicant who:
  - Has alcohol on their breath.
  - Appears unclean (dirty hair, dirty fingernails, messy clothes).
  - Is rude or disrespectful.
  - Is late.
  - Discloses confidential or negative information about previous employer.
  - Takes control of the interview.
  - Makes you feel uncomfortable.
  - Makes little eye contact. Keep in mind, it might also mean the person is shy or from a culture that thinks too much eye contact is disrespectful.
  - Begins the interview by telling you all the things they can't do or all the times they can't work.

- Can't provide references or contact information for former employers. (Even someone who just moved should have friends or previous employers elsewhere.)
- Says they just really need a job and will take anything for now.
- Looks to a non-disabled person in the room for guidance or directs responses to that person.

### **Be sure to discuss**

- Duties and responsibilities of the job
- Specific hours and days of work
- Rate of pay
- Arranged time off
- How they will be trained
- How their performance will be evaluated
- How much notice is expected from the worker and employer for termination of services

Be sure to take good notes during the interview. You can refer to your notes to decide who you want to hire. You don't have to do the interview alone. You can ask a friend or family member to sit in on the interview with you. You can also ask your Supports Broker. It may also be helpful to have someone else to compare notes with after the interview.

### **Here are some quick tips and reminders about interviewing applicants**

- Hold the interview in a place that's safe for you.
- Having a second person sit in is a good idea for safety, and that person may notice things during the interview that you don't.
- Eliminate distractions. Turn the TV and radio off. Make sure pets and children won't interrupt.
- Recognize that it's natural to feel nervous when interviewing. The prospective worker is probably nervous, too.
- Being prepared for the interview will lower your anxiety level.
- Having a friend or family member with you may help calm your nerves.
- Be prepared. Before the interview, make sure you have:
  - A blank application form (PPL will give you one.).
  - A job description.
  - Information about your disability.
  - Information about special equipment you use.
  - A way to record your impressions (Write them yourself, have a tape recorder, or ask a friend to take notes).
  - A list of the interview questions you will ask.

### **Planning the interview questions**

- Decide ahead of time what questions you will ask and write them down.
- Frame your interview questions to give you the information you need. (At the very least, you want someone who is trustworthy, reliable, and responsible. Ask

- questions that will give you that information.)
- By using the same list of questions for each applicant, you'll be able to compare their responses more easily.
- Don't ask illegal questions. (See the *Questions you can't ask in a screening or interview* page.)

## **Narrowing down the applicants**

Once you've completed your interviews, you're ready to choose your top candidates. Review the answers the applicants gave you to the interview questions along with notes you made. If you had a friend or family member with you during the interviews, compare notes with them.

After you've considered everything and picked the best ones, you need to **check references**. This is an important step. Never hire someone without talking with each of the references they provide. You should also call former employers if they're not listed as references.

Keep a list of names and numbers of your other top choices, even if the first one accepts. You may want to hire more than one worker. Or you may want to see if others would be willing to be backup workers when your regular worker can't be there. You may also want to come back to this list if the worker you hire doesn't work out.

## **Making an offer**

Only after these steps have been completed are you ready to make an offer. Call and offer the job to the person you want to work for you. If they accept, you'll need to meet with the worker to fill out the employment packet provided by the FMS. Your workers must complete and submit all required paperwork to PPL and complete all required training **before** they can begin work. The FMS will let you know when your workers are ready to start.

## **Background and registry checks**

If they accept the offer, then the FMS will do the background check and check the abuse and sexual offender registries. They must pass these checks before they can begin to work for you. If they don't, you can choose to hire a worker who fails the background check (not the registry checks) if you review the results and determine with your Service Coordinator that the results are acceptable. Think carefully before deciding to do this. If you decide to hire someone with a criminal history, you do so at your own personal risk.

## **Training your workers**

There are different kinds of training your workers must complete. All workers must complete this training, even friends and family. Some of the training will be provided or arranged by the FMS. There's a list of training topics the FMS must cover.

In addition, you must train your workers on how to provide care for you. Schedule a

time to orient and train your new worker.

You'll want to review the job description again, but in more detail. In addition to talking about each of the tasks to be performed, you'll explain how you want each of those tasks performed. Even if your worker has experience, your situation is unique and different. Set the tone that you are the employer. Even if you talked about some of these things in the interview, it's important that you do it again. Training a new worker should include:

- A tour of your living space.
  - Show your new worker where supplies and equipment are kept.
- Talk about your disability.
  - Discuss your disability and anything specific your worker should know (i.e., Do you get more fatigued as the day goes on? Are you sensitive to cold? Do you have days you can do more for yourself than other days?).
- Explain and demonstrate worker duties.
  - Give an overview of the job duties. Use the job description.
  - Talk about how you want each task to be performed; give step-by-step instructions, including the order in which they should be performed. Be specific.
  - If possible, have someone there who helps you who can help demonstrate the tasks.
- Safety and security
  - Lifts and transfers — review safe procedures for completing lifts and transfers.
  - If you're requiring your worker to lift you, train them in proper lifting procedures to avoid injury to either one of you.
  - Discuss safety guidelines for any disability-related equipment the worker will be expected to use.
  - Reinforce safety guidelines for any household appliances or equipment the worker will be expected to use.
  - Discuss what to do in case of an emergency with your worker.
  - Universal precautions — Reinforce the importance of washing hands thoroughly before preparing food, and before and after personal care duties. Discuss the use of plastic gloves, if preferred.
- Job description and performance expectations. Be sure to stress the following topics:
  - **Confidentiality** — What you say and do in your home should remain confidential. The kind of help being provided by your worker is not to be discussed with their friends, family members, or other individuals they may work for. Be specific. Some people think if they are not saying something bad about you, it is not a violation of confidentiality. The worker should be reminded that it is not only disrespectful, but that violating confidentiality can be grounds for termination.
  - **Punctuality** — Make sure your worker understands the importance of

reporting to work on time. If late, this can result in your care not being provided as needed. It can also cause problems with the timekeeping system and your worker's paycheck.

- **Record keeping** — Make sure your worker understands the importance of using the required timekeeping application when starting and ending your care. If they don't, it will cause your worker to not be paid timely. It can also lead to that person not being able to be your worker anymore.
  - **Notice of time off** — What your expectations are.
  - **Mutual respect** — Let your worker know the kind of behavior you expect and what they can expect from you in return.
  - **Acceptable behavioral standards** — Be clear about what you think is appropriate work behavior and what is not (how you speak to each other, dress standards, etc.).
- Review the rate of pay and appropriate schedule, and make sure your worker checks in/checks out with the EVV application.

### **General supervision**

Being a good employer requires that you talk with your workers on a regular basis to let them know if they're doing a good job. You should tell them the things they're doing well, and areas where they could do better. If there are problems, you should address them with the worker right away.

Talk with and treat your worker as you would like to be treated. Be clear about job duties and about their performance. Be respectful when giving direction and feedback.

Feedback should also be specific. Say, "You did a good job of cleaning the kitchen yesterday after dinner," rather than just "Good job." Tell your worker, "I need you to give me more time to move from my bed to the chair," rather than, "You move too fast."

### **Performance evaluation**

In addition to providing your worker with regular feedback, it's important to formally review their job performance at least once a year. The formal performance evaluation should review the good and bad things you've already talked about with your worker. If there are problems your employee needs to work on, you should talk with them about ways to improve performance, agree on what these are, and set a time frame to reevaluate.

File the evaluation and your notes of the discussion in the binder the FMS gives you.

### **Signing a Service Agreement**

You or your Representative for PDACS must sign a Service Agreement with each worker you employ. It's like a contract that sets out what each of you agrees to do.

The Service Agreement must include:

- The services the worker will provide.
- The rate the worker will be paid.



- Any self-directed healthcare tasks the worker will perform while giving your care.

A worker can't start giving your care through PDACS until:

- ✓ They have completed all required paperwork and training.
- ✓ Passed a background check.
- ✓ Met all other requirements to be a worker in PDACS.
- ✓ Signed a service agreement.

### **Setting and changing your workers' schedule**

Your Service Plan lists the services you need. For example, it may say you need 20 hours of attendant care per week. This is how services are approved by Anthem — based on the type of service you need and how much of each service you need.

Once you hire workers to give your care through PDACS, you must decide the hours that each of your employees will work. **The schedule for your employees must match the amount that's in your Service Plan.**

So, if you have two workers and need the services listed above, one worker might deliver your five hours of attendant care visits on Monday and Thursday mornings, and the other might give your 10 hours of attendant care services on Saturday. You get to decide how to schedule your workers to give your care, based on your preference and needs listed in your Service Plan.

Your worker will need to record all time worked by clocking in and out for each shift using the required time entry method. They may use a mobile app, or you can request to utilize the telephone. You are responsible for reviewing all time entries and approving the time your workers have documented in their electronic timesheet.

What if you want to change your workers' schedule? You can, but the hours can't be more than what is listed in your Service Plan. If you want to change the amount of hours you receive care, you must contact your Service Coordinator and they will discuss this with you. Your MCE will have to send the FMS a new authorization to give your care based on the new amount of hours.

### **When things don't work out — firing an employee**

Firing a worker is never easy. The worker may be a nice person who is just not meeting your needs.

If you decide to fire a worker, you may want to have another person with you when you tell them. This could be a family member, friend, or your Supports Broker. If you think the worker may become angry or do something to harm you, you should not be alone when you have this discussion.

If possible, do some advance planning. Decide what the final date of employment will be. Try to have another worker ready to give your care. If not, make sure the people in your backup plan are ready to give your care while you find someone.

You should fire a worker right away if your worker has:

- Stolen something from you (This includes using your money or a debit or credit card to buy something without your OK.).
- Neglected or abused you, or threatened to harm you.

- Done anything that places you at serious risk of harm.
- Severely violated your Service Agreement.
- Engaged in fraud, waste, or abuse, such as falsely entering time worked.

Any actions that are against the law should be reported to the police. This should be reported to Anthem, and they will submit an incident form and follow their protocol.

The FMS will file the report if notified first and will work with you to terminate/disassociate the worker in the online system and assist with hiring a new employee.

If you have to terminate your worker's employment:

- Keep written notes of the discussion and your reasons for letting them go. This will protect you in case of a later dispute.
- Keep employment records for a while.
- Make sure you get back any keys or other items the person has.

If there are things the worker does well, you can offer to write a letter of reference highlighting those skills.

### **Protecting property and personal safety**

When you receive care at home, it's a good idea to take a few simple steps to protect your safety and your property.

#### **To protect your property:**

- Make an inventory of valuable items in your home, the date of purchase, and the price. Give a copy of the inventory to your insurance agent or a family member. If you have a loss, it will help you file a claim.
- Mark valuable items so that if they are stolen, they are easier to recover.
- Consider buying homeowner's or renter's insurance to help recover items in case of theft or other loss.
- Check your phone bill and credit card bill to ensure that charges aren't being made by someone else.
- Make sure you get keys back from any ex-employee. Change your locks if any keys are not returned by ex-employees.

#### **To protect your personal safety:**

- If anyone threatens you, notify police as well as neighbors and family/friends. Make sure neighbors and family/friends are aware if you fire an employee.
- Always dial 911 in an emergency.
- Contact your Service Coordinator as soon as possible to file a report and implement your backup plan, if necessary.

### **Meeting your needs while you get started in PDACS**

It may take a while to get your care started through PDACS. You must complete required paperwork and training. Then, you must find workers to hire. They must complete required paperwork and training and pass a background check.

We want to make sure you get the care you need while you're getting started in PDACS. Your Service Coordinator can help you choose a contracted provider agency

that can give you care until your workers are ready. Then, you can start getting the care through PDACS when you are enrolled and your workers are ready.

Your Service Coordinator will support you during the initial PDACS process and review the program, program documents, and ask you to sign required forms. Once you are enrolled in the program, your Service Coordinator will check in with you at least every ninety (90) days and obtain your signature on a 90-day checklist. They will also review information with you annually to confirm your desire to continue participation in the program.

## **Withdrawal from PDACS**

### **Deciding you don't want to be in PDACS anymore**

What if you decide you don't like hiring or managing your own workers?

- You can withdraw from PDACS at any time.
- You can choose to keep getting some services through PDACS and decide to use provider agencies for other services.
- You can start getting all your care through provider agencies. It's up to you.

To end PDACS, call your Service Coordinator. They will work with the FMS. After you contact your Service Coordinator, you will need to let your workers know that you will no longer need their services after a certain date. Work closely with your Service Coordinator to be sure you allow enough time to get provider agencies in place before you stop getting care through PDACS.

### **Involuntary termination from PDACS**

If your Service Coordinator feels it is unsafe for you to continue getting care through PDACS, or you're unable to manage your workers, you may not be able to stay in PDACS. This includes things like:

- Your Representative can't help you anymore and you don't have anyone else.
- You can't find or keep workers to give you care.
- Your backup plan isn't working.
- Your workers aren't using the timekeeping system.
- An immediate risk to your health and safety associated with PDACS.
- Paid caregiver abuse.
- Failure to follow PDACS policies and guidance.
- Providing false information or documentation.
- If you are convicted of illegal activity.

Your Service Coordinator can recommend that you stop being in PDACS, but the final decision is made by the state. Before your PDACS ends, you'll get a letter. That letter will say how to appeal if you think you can make changes so it's safe for you to stay in PDACS. PDACS services will continue during the appeal should you choose to take this action.

If you stop getting care through PDACS, you'll get the care you need from providers contracted with Anthem. Your Service Coordinator will work with you to update your Service Plan and help you choose a contracted Provider.

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Serving Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect,  
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