



Fiscal Employer Agency Transition Frequently Asked Questions (FAQ)

What is Consumer Direction?

- Consumer Direction allows a member to employ the people who provide some of their home care services - they work for the member (instead of an agency). This means the member must be able to do what an employer would do, like hire, train, and schedule workers. The member can hire a family member, friend, neighbor, or another person they know to provide care in Consumer Direction, but there are some limitations. We want to support, but not replace, care already provided by family and friends.

What is a Fiscal Employer Agent (FEA)?

- An FEA provides Financial Management Services (FMS) by performing payroll and administrative functions for self-directing individuals. Like a regular payroll provider, an FEA makes sure workers get paid on time and that taxes are handled correctly. There are three types of help a Fiscal Employer Agent will primarily provide:
 - The FEA will help members and their workers fill out the mandatory paperwork. They will pay workers for the care they give, and they will fill out and file the payroll tax forms that must be filled out as an employer.
 - The FEA will assign a Supports Broker to each member. A Supports Broker is a person who will guide the member as an employer to complete actions such as
 - Finding and interviewing workers
 - Writing job descriptions
 - Training workers
 - Scheduling workers
 - Developing a back-up plan to address times when a scheduled worker doesn't show up
 - The Supports Broker will not help supervise workers. The member or their representative must be able to do that for themselves.
 - The FEA is available to provide training so that the member can make sure workers use the Electronic Visit Verification (EVV) system correctly.

Who is the new Fiscal Employer Agent (FEA)?

- The new FEA, **Consumer Direct Care Network Tennessee (CDTN)**, will manage the services for all Long-Term Services and Supports Home and Community Based programs.

When will this change occur?

- Starting July 1, 2023, Public Partnerships (PPL) will no longer pay for CD services. PPL will pay for shifts worked until 11:59 pm on June 30, 2023.
- Starting on July 1, 2023, CDTN will pay for CD services.

What will happen during the transition?

- During the transition time (until June 30, 2023), members and CD workers will continue to work with PPL (this includes using the PPL EVV and billing system and will get paid by PPL for dates of service through June 30, 2023).
- CD workers MUST send any time worked through June 30, 2023, to PPL as soon as possible to make sure payroll is on time and correct.

What programs are affected by this change?

- Katie Beckett
- ECF CHOICES
- Self-Determination Waiver
- CHOICES

What are the services affected by this change?

This change only applies to consumer directed services. Here is a list of programs and the consumer directed services:

- Katie Beckett:
 - Health Insurance Premium Assistance (HIPA)
 - Community Transportation
 - Respite
 - Supportive Home Care
 - Non-Traditional Therapy Reimbursement (Part B)
- ECF CHOICES and Self-Determination Waiver:
 - Community Transportation
 - Personal Assistance
 - Respite
 - Supportive Home Care (ECF CHOICES Group 4 Members only)
- CHOICES:
 - Attendant Care/Personal Care Visits
 - Companion Care
 - Respite

Will anyone reach out to Consumer Direction members and workers prior to this change?

- Between April and June 2023, members and workers will receive communication from CDTN and will need to respond promptly to any requests for information to help ensure a smooth transition.

- CDTN will reach out to every member and their workers to share information about the transition, request confirmation of information, and will be available to answer any questions or address any concerns that arise.

What if you have questions about the FEA transition, time worked, or payments before July 1?

- TennCare, DIDD, MCOs, PPL, and CDTN, are working together to make sure the change is smooth for members and their workers. If you have general questions, you can contact your care coordinator, support coordinator or DIDD case manager.
- If you have questions about time worked or payments before July 1, please contact PPL. PPL has an email contact to answer any questions. PPL can be reached at ppltenncare@pcgus.com.

What if you have questions after July 1?

- If you have questions after July 1, please contact CDTN. The email and phone numbers listed below will not be available until July 1.
- Email: infoCDTN@ConsumerDirectCare.com
- Customer Service:
 - Amerigroup: (888) 398-0664
 - BlueCare: (888) 450-3240
 - United Health Care: (888) 444 3109
 - DIDD: (888) 450-3242
- If you have questions about the FEA transition at any time, you can contact the LTSS Help Desk at 1-877-224-0219.