

The Self-Determination Waiver Program

With Self Direction I can choose services and supports needed to live independently. Here are my choices and responsibilities in the SDWP program.

My choices include:

- Select Workers to hire.
- Define Workers' job duties.
- Train Workers based on care needs and preferences.
- Set a Workers' schedule.
- Set a Workers' pay within program guidelines.

As the Employer of Record, my responsibilities include:

- Hire, supervise, and dismiss Workers.
- Make sure Workers have CPR, First Aid, and complete all required Relias Trainings.
- Stay within the approved budget.
- Keep records, such as daily notes, on services received.
- Make sure Workers are showing up and providing needed care.

Can I get help with self-directing services? Yes. Consumer Direct Care Network (CDCN) will provide Fiscal Employer Agency services and provide a Support Broker to help with employer tasks.

A Fiscal Agent will:

- Process Worker background checks.
- Pay Workers.
- Process payroll taxes.
- Keep service records.
- Help with other employer tasks.

A Support Broker will help me to:

- Understand self-direct services.
- Understand my budget and Worker pay rates.
- Stay within my budget.
- Learn how to find someone to hire.
- Decide how much to pay Workers.
- Fill out employer and Worker paperwork.
- Set a Workers' schedule.
- Train Workers.
- Evaluate Workers.
- Complete other self-directed tasks.

How do I decide on the Worker pay rate? It's helpful to consider:

- What is the Worker's experience?



- How far must the Worker drive to get to work?
- How many hours will the Worker work?
- Are Workers going to work during special hours, like overnight, weekends, or holidays?
- How much is available in the budget?

Are there any rules about who I can hire? Yes. The Worker must:

- Be at least 18 years old.
- Be able to read, write, and communicate in English.
- Be able to read and understand instructions.
- Be able to keep service records.
- Have a driver's license and insurance (if transportation is an approved service).
- Pass a background check.

Do the people I hire need special training? Yes. Before they can start work, they must:

- Get CPR certification.
- Get First Aid certification.
- Complete all required Relias Trainings.

My Support Broker will provide a list of approved vendors that provide CPR and First Aid certification.

If I want to self-direct services what are the next steps?

I can contact my DIDD case manager and let them know I want to self-direct services. My case manager will then send a referral to CDCN.

A Support Broker will contact me to discuss self-directing my services. We will:

- Set up a time to visit.
- Fill out the employer paperwork.
- Fill out Worker applications.
- Discuss any questions I have about self-directing services.

Who can tell me more about self-direction? I can contact the State Director or the Program Manager at CDCN:

Vivian Abbas
State Director
Consumer Direct Care Network Tennessee
Email: VivianA@consumerdirectcare.com

Johnna Elakhamen
Program Manager
Consumer Direct Care Network Tennessee
Email: JohnnaE@consumerdirectcare.com



Do you need free help with this letter?

If you speak a language other than English, help in your language is available for free. This page tells you how to get help in a language other than English. It also tells you about other help that's available.

Spanish: Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

- CDTN Wellpoint: 888-398-0664 (TRS:711)
- CDTN BlueCare Tennessee: 888-450-3240 (TRS:711)
- CDTN UnitedHealthcare: 888-444-3109 (TRS:711)
- CDTN TennCare DIDD: 888-450-3242 (TRS:711)

Kurdish: کوردی

ئاگاداری: ئهگهر به زمانی کوردی قهسه دهکهیت، خزمهتگوزاریهکانی یارمهتی زمان، بهخوڕایی، بو تو بهردهسته.

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Arabic: ربيّةعلا

وظةعلم: اذا ملكتتة غللا ربيّةعلا اتمدخدة عاسملا ويةغللا رةفوتمكلا انجام.

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Chinese: 繁體中文

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

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Vietnamese: Tiếng Việt

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

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Korean: 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

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French: Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

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Amharic: አማርኛ

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል።

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Gujarati: ગુજરાતી

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.

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Laotian: ພາສາລາວ

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ.

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German: Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

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Tagalog: Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

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Hindi: हिंदी

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।

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Serbo-Croatian: Srpsko-hrvatski

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno.

- CDTN Wellpoint: 888-398-0664 (TRS- Telefon za osobe sa oštećenim govorom ili sluhom: 711)
- CDTN BlueCare Tennessee: 888-450-3240 (TRS- Telefon za osobe sa oštećenim govorom ili sluhom: 711)
- CDTN UnitedHealthcare: 888-444-3109 (TRS- Telefon za osobe sa oštećenim govorom ili sluhom: 711)
- CDTN TennCare DIDD: 888-450-3242 (TRS- Telefon za osobe sa oštećenim govorom ili sluhom: 711)

Russian: Русский

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

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Nepali: **नेपाली**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ।

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Persian: **فارسی**

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.

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- Do you need help talking with us or reading what we send you?
- Do you have a disability and need help getting care or taking part in one of our programs or services?
- Or do you have more questions about your health care?

Call us for free. We can connect you with the free help or service you need. (For TRS call: 711)

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| <p>TennCare Office of Civil Rights Compliance 310 Great Circle Road, 3W Nashville, Tennessee 37243</p> <p>Email: HCFA.Fairtreatment@tn.gov Phone: 855-857-1673 (TRS 711)</p> <p>You can get a complaint form online at: https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html</p> | <p>MCO/Contractor Information</p> <p>Wellpoint Phone: 800-600-4441 (TRS 711)</p> <p>BlueCare Tennessee Phone: 800-468-9698 (TRS 711: 888-418-0008)</p> <p>UnitedHealthcare Phone: 888-383-9253 (TRS 711)</p> | <p>U.S. Department of Health & Human Services Office for Civil Rights 200 Independence Ave SW, Rm 509F, HHH Bldg Washington, DC 20201</p> <p>Phone: 800-368-1019 (TDD): 800-537-7697</p> <p>You can get a complaint form online at: www.hhs.gov/ocr/office/file/index.html Or you can file a complaint online at: ocrportal.hhs.gov/ocr/portal/lobby.jsf</p> |
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