

Choices for Care
Vermont Long-Term Care Medicaid

Employer Handbook
Consumer and Surrogate Directed Services

Revised July 2009

This information is important. If you do not understand it, take it to your local office for help.

Ces informations sont importantes. Si vous ne les comprenez pas, apportez-les à votre bureau local pour recevoir de l'aide. **French**

Это важная информация. Если она Вам непонятна, возьмите это письмо и обратитесь за помощью в местное отделение. **Russian**

Ovaj dopis je važan. Ukoliko je nerazumljiv za vas onda ga ponesite i obratite se lokalnoj kancelariji za pomoć. **Serbo-Croatian**

Esta información es importante. Si no la entiende, llévela a su oficina local para solicitar ayuda. **Spanish**

Maelezo ya barua hii ni muhimu. Kama huielewi, ichukue, uende nayo katika ofisi yako ya karibu kwa msaada zaidi. **Swahili**

Thông tin này rất quan trọng. Nếu quý và không hiểu nội dung trong này, hãy đem thư này đến văn phòng tại địa phương của quý và nhờ đồng nghiệp giúp đỡ.
Vietnamese

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Waterbury, Vermont 05671-1601
802-241-1228 (voice/ttd)
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This document is available in alternative format upon request.

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CHAPTER I: Introduction

The Vermont Department of Disabilities, Aging and Independent Living (DAIL) manages the Choices for Care (CFC) program. The goal of this program is to offer eligible elders and adults with physical disabilities a choice of long-term care services in the setting they choose.

In the Home-Based setting, the CFC program offers three services that may be directed by the individual (consumer-directed) or a surrogate employer. These services include:

- Personal Care
- Respite Care
- Companion Services

Being an **EMPLOYER** is a big responsibility and should not be taken lightly. If an individual who is participating in the CFC program is able and willing to be an **EMPLOYER** for their own Personal Care, Respite or Companion services, they may apply for the consumer-directed option. However, if the individual is not able or willing to be the employer, a trusted friend or family member may apply to be the surrogate-directed **EMPLOYER**.

Whether consumer or surrogate directed, the CFC case manager must certify that the individual or surrogate is eligible to be the **EMPLOYER**. Once certified, the **EMPLOYER** agrees to perform all activities required to hire, train, and supervise personal care attendants, respite and/or companion employees. This manual will help **EMPLOYERS** understand their responsibilities as well as the CFC program requirements.

CHAPTER II: Eligibility

1. Program Eligibility

To be eligible for the Choices for Care (CFC) program, an individual must:

- a) be a Vermont resident;
- b) be at least 65 years of age, or 18 or older and have a physical disability;
- c) be financially eligible for Long-Term Care Medicaid;
- d) meet the clinical criteria;
- g) make an informed choice to accept CFC services in a Service Plan.

Individuals who wish to direct their own services must also meet the following **EMPLOYER** eligibility guidelines.

2. Employer Eligibility

The CFC case manager must certify that any individual or surrogate who wishes to be an **EMPLOYER** of services. As a part of this process the case manager will complete an “Employer Certification Form”.

All consumer or surrogate-directed **EMPLOYERS** must have the cognitive ability to communicate effectively and perform the activities required of an employer. Cognition and communication are defined as follows:

- a. **Cognition:** the ability to understand and perform the tasks required to employ a caregiver (including recruitment, hiring, scheduling, training, supervision, and termination). An individual who has cognitive impairments or dementia that prevent understanding and performance of these tasks, is not competent, or has a guardian, is not eligible to manage waiver services.
- b. **Communication:** the ability to communicate effectively with the case manager and with the caregiver(s) in performing the tasks required to employ a caregiver. An individual, who cannot communicate effectively, whether through verbal communication or alternate methods, is not eligible to manage waiver services.

In addition, the **EMPLOYER** must live within close proximity to the individual in order to monitor services and supervise employees adequately. Employers must demonstrate over time that they have the ability to understand program rules and to reliably perform employer responsibilities. If the individual or surrogate is not able or willing to be the **EMPLOYER**, the case manager will discuss other options.

CHAPTER III: Program Limitations

The Choices for Care (CFC) program has the following limitations under the consumer or surrogate directed option:

1. Consumer and surrogate employers are **not** paid by the CFC to direct and manage services.
2. An individual's legal guardian (appointed by a probate court) may **not** be paid to provide services under CFC.
3. An employee who is paid by CFC to provide services for the individual may **not** also serve as the surrogate employer.
4. Employees must be 18 years of age or older.
5. CFC only provides services and care for the individual who has been found eligible. Therefore, services are **restricted to the benefit of the individual**.
6. Persons with any of the following may not be paid to provide services under the CFC program (*DAIL Background Check Policy, July 1, 2009*):
 - a. a substantiated history of abuse, neglect, or exploitation of an adult or child;
 - b. exclusion from participation in Medicaid or Medicare services, programs, or facilities by the federal Department of Health and Human Services' Office of the Inspector General; or
 - c. a criminal conviction for an offense involving bodily injury, abuse of a vulnerable person, a felony drug offense, or a property/money crime involving violation of a position of trust.
7. An individual's spouse or civil union partner may **not** be paid to provide companion services or respite services under the CFC program.
8. An individual's spouse or civil union partner may **not** be paid to provide personal care assistance with Instrumental Activities of Daily Living such as meal prep, medication management, phone use, money management, household maintenance, housekeeping, laundry, shopping, transportation, and care of adaptive equipment.
9. Employees are not paid to provide services while the individual is admitted to a hospital or nursing facility.
10. Individuals may remain eligible for CFC up to **30 days** while absent from the state of Vermont.

11. Individuals may use their CFC services up to **7 days** while absent from the state of Vermont.
12. Surrogate employers shall not be certified to manage CFC services for more than two (2) individuals at one time.
13. CFC shall not be used to provide services that are otherwise being purchased privately or through another funding source.

CHAPTER IV: Service Descriptions

Choices for Care (CFC) covers the following consumer and surrogate-directed services in the Home-Based setting.

1. Personal Care Services

Personal Care Services may include help with the following:

- Dressing
- Bathing
- Grooming (help with brushing teeth, shaving, hair and skin care)
- Bed mobility (moving about while in bed)
- Toilet use
- Personal hygiene and clean up related to incontinence
- Assistance with adaptive devices
- Transferring (help getting to and from chair and bed)
- Mobility (help with walking or using a wheelchair)
- Eating

When needed, services may also include the following **for the individual only**:

- Help using the telephone
- Preparing meals
- Heavy housekeeping: for example, mopping floors and taking out garbage
- Light housekeeping: for example, changing the bed, dusting, vacuuming and doing laundry
- Shopping
- Travel assistance necessary for the person's health and welfare
- Care of adaptive equipment

The case manager together with the participant completes a **“Personal Care Worksheet”** and **“Service Plan”**. The case manager will provide the **EMPLOYER** with a copy of the Personal Care Worksheet. The Personal Care Worksheet describes the specific tasks and services that shall be provided for the individual. The Service Plan identifies the overall type and amount of services the individual has been approved to receive. The Personal Care Worksheet and Service Plan shall be used by the **EMPLOYER** to plan service schedules and approve timesheets.

2. Respite Care Services

Respite Care services are designed to provide a break or relief from care to the individual's primary, unpaid caregiver (e.g. spouse). Respite Care services are based on blocks of time, rather than on specific tasks. Respite Care may include supervision as well as the specific tasks described under Personal Care services. Only individuals who have an unpaid primary caregiver are eligible to receive Respite Care services. A maximum of **720 hours a calendar year** is available. If the individual also receives Companion services, the combined total may not exceed 720 hours a calendar year.

3. Companion Services

Companion services include non-medical care, supervision and socialization. Companions may assist or supervise the individual with such tasks as meal preparation, laundry and shopping, but do not perform these activities on an ongoing basis. A maximum of **720 hours a calendar year** is available. If the individual also receives Respite Care services, the combined total may not exceed 720 hours a calendar year.

CHAPTER V: Employer Responsibilities

1. Employer Responsibilities

The Choices for Care (CFC) consumer and surrogate directed services are a wonderful option for many people. However, this option is not suited for everyone. Being an **EMPLOYER** is an important responsibility and should not be taken lightly. Please consider the following responsibilities before enrolling as an **EMPLOYER**.

The consumer or surrogate **EMPLOYER** must agree to perform the following ongoing tasks:

- ◆ Understand and follow program requirements
- ◆ Recruit and select qualified employee(s) that are 18 years of age or older
- ◆ Interview applicants and carefully check references before you offer anyone employment
- ◆ Notify selected employee(s) of their responsibilities
- ◆ Assure that employment forms are completed and submitted to the payroll agent (See Chapter VIII)
- ◆ Train employee(s) to perform specific tasks as needed
- ◆ Develop a work schedule based on the approved Service Plan
- ◆ Maintain updated copies of approved waiver Service Plan
- ◆ Arrange for substitute or back-up employees as needed
- ◆ Develop and maintain a list of tasks for the employee(s) to perform based on the Personal Care Worksheet
- ◆ Authorize employee(s) timesheets (based on the approved Service Plan and actual time worked)
- ◆ Maintain copies of all employee(s) timesheets
- ◆ Perform supervisory visits in the home of the individual at least once every thirty (30) days in order to assure that tasks are performed by the employee correctly and completely
- ◆ Evaluate employee(s) performance
- ◆ Provide ongoing performance feedback to employee(s)
- ◆ Terminate employee(s) employment when necessary
- ◆ Notify the payroll agent of any necessary changes
- ◆ Participate in the assessment and reassessment of CFC eligibility
- ◆ Communicate with the case manager on a regular basis (See Chapter IX.)
- ◆ If applicable, assure a monthly patient share is paid to the payroll agent (See Chapter VIII.)
- ◆ Track use of Respite and Companion service hours, so as not to exceed 720 hours a calendar year (See Chapter IV)
- ◆ Avoid conflict of interest with employees, the individual and/or other participating agencies

NOTE: Surrogate employers must live in close proximity to the individual and be available to perform the above employer responsibilities on an ongoing basis.

2. How to Find and Keep a Caregiver

EMPLOYERS may refer to the “**Help at Home: A Guide to Finding and Keeping Your Caregiver**” (published by Homeshare Vermont, Burlington, VT), for helpful information and tips on hiring, training and keeping caregivers/workers. **EMPLOYERS** may obtain a guide by contacting the Choices for Care case manager or Homeshare Vermont at (802) 863-5625 or <http://www.homesharevermont.org/>.

CHAPTER VI: How to Apply and Enroll

Once an applicant has been enrolled in Choices for Care (CFC), a case manager will assess their needs and assist the applicant through the process. The following outlines the steps involved with certifying **EMPLOYERS**, enrolling **EMPLOYERS** and **EMPLOYEES**.

1. Certification of Employer Eligibility

All consumer or surrogate directed **EMPLOYERS** must be certified as able and willing to direct Choices for Care services. Surrogate employers must live in close proximity to the individual and be **available** to perform the employer responsibilities on an ongoing basis.

a. Certification

During the initial assessment process, the case manager completes an “Employer Certification Form”. The case manager must verify and document that the prospective consumer or surrogate employer is able (as described under “Eligibility”) and willing to direct and manage services. By signing the Service Plan and Employer Agreement form the **EMPLOYER** agrees to perform the required activities. The case manager will continue to monitor the employer’s ongoing eligibility during monthly contact and annual reassessments.

b. Non-Certification

If the case manager determines that the consumer or surrogate is not able to perform the ongoing tasks required as the **EMPLOYER**, the individual shall be notified of the decision in writing. The notice will include appeal rights.

2. Enrolling Employers

Once certified, all consumer and surrogate directed **EMPLOYERS** must enroll in the payroll system as described below:

- a. **Contact Payroll Agency:** Certified **EMPLOYERS** must contact the following payroll agent to obtain the necessary forms to become enrolled in the payroll system:

ARIS Solutions
P.O. BOX 4409
White River Junction, VT 05001
1-800-798-1658

b. EMPLOYER Forms: The following forms must be completed by the **EMPLOYER** and returned to the payroll agent in order to enroll in the payroll system:

- Form 2678 Employer Appointment of Agent Form (IRS # 2678)
- Consumer/Surrogate Directed Employer Agreement Form
- Worker's Compensation Authorization Form
- Power of Attorney Form
- Consumer Information Form

Important: Timesheets cannot be processed, nor can payments to workers be made, until ARIS has an approved Service Plan and all of these forms have been received and processed by the payroll agent.

3. Enrolling Employees

Once the employer has located a suitable **EMPLOYEE(S)**, the **EMPLOYEE** must complete the following forms and return to the payroll agent. **This applies to both new employees and returning employees who have not been employed by the consumer in the current calendar year:**

- Form W-4 Employee's Withholding Allowance Certificate
- Form I-9 Employment Eligibility Verification Form
- Record Check Release Form Vermont Criminal Information Center
- Consent for Release of Information Adult Protective Services
- Background Check Release Form
- Optional: Form W-5 Earned Income Credit Advance Payment Certificate
- Optional: Direct Deposit Form

Important: Timesheets cannot be processed, nor can payments to workers be made, until ARIS has an approved Service Plan and all of these forms (not including optional forms) have been received and processed by the payroll agent.

EMPLOYERS should notify their employees that there may be a delay of several weeks before the first paycheck is issued. **EMPLOYERS** may wish to discuss this issue with the CFC case manager, as well.

CHAPTER VII: Employee Eligibility and Restrictions

1. Employee Eligibility

All **EMPLOYEES** must be legally eligible for employment under state and federal laws. In addition, for the Long-Term Care Medicaid (CFC) program, eligible **EMPLOYEES** must:

- be aged 18 years old or over, and
- be able and willing to perform required tasks, and
- be legally eligible to work in the state of Vermont
- Must not have a history of a substantiation of child or adult abuse, neglect or exploitation, a conviction of a violent crime, money crime or felony drug offence or any other conviction as indicated on the State of Vermont Background Check policy

On a case-by-case basis, the Department of Disabilities, Aging and Independent Living (DAIL) may approve an employee under the age of 18 to provide services when the employee has the experience and skills specific to working with elders with functional limitations or individuals with disabilities. Requests must be presented in writing to DAIL.

2. Employee Restrictions

There are some important program limitations that apply to all Employees. Please read **Chapter III. Program Limitations** carefully.

CHAPTER VIII: Payroll Policies and Procedures

1. Payroll Agent

Payroll services are provided by the Choices for Care (CFC) program, through a contracted payroll agency. The payroll agent will process timesheets, paychecks and taxes, maintain employment tax records for employees and perform related payroll activities, including background checks for substantiated incidents of abuse, neglect, or exploitation of others and for criminal records.

The payroll agent for the CFC is:

ARIS Solutions
P.O. BOX 4409
White River Junction, VT 05001
1-800-798-1658

The payroll agent will provide employers and employees with:

- All of the necessary employment forms,
- Timesheet forms,
- Pre-stamped addressed envelopes for mailing timesheets to the payroll agent,
- Annual W-2 tax statements to employees
- Instructions and technical assistance in completing forms

2. Submitting Timesheets

All employee timesheets must be submitted in the following manner:

- The timesheet must be completed correctly, including the dates and times of service.
- The employer must sign the timesheet to verify that services were received.
- The timesheet must be completed correctly, and legibly, including the signatures of both the employee and the employer.
- The timesheet must be submitted to the payroll agent according to the payroll schedule (See appendix).
- **NOTE:** ARIS will not accept **FAXED** timesheets.

Important: Neither DAIL nor the payroll agent are responsible for delays in payment caused by sending in late timesheets, incomplete or illegible forms, or neglect of the EMPLOYER or EMPLOYEE to inform the payroll agent of changes in address, etc.

3. Additional Employees or Replacement of Employees

All new **EMPLOYEES** must complete the employment enrollment process before receiving any paychecks. There are no exceptions to this policy.

4. Termination of Employment

The **EMPLOYER** is responsible for termination of employment, and for notifying the case manager and the payroll agent of all changes in the employment status of **EMPLOYEES**. The **EMPLOYER** must complete an “Employee Action Notice” form and submit to ARIS each time an **EMPLOYEE** terminates employment.

5. Instructions for Completing Timesheets

All timesheets shall be completed with the following information. **All items must be legible!**

- Print **EMPLOYEE** name and social security number on the top corner of timesheet.
- Print the waiver participants name under “consumer” at the top of the timesheet.
- Print the surrogate **EMPLOYER’S** name, if applicable, under “surrogate” at the top of the timesheet.
- Print the last day of the pay period under “Pay Period End Date”. (refer to payroll schedule if needed)
- Enter the date worked in the “Date” column.
- Enter the daily work start time in the “In” column and work stop time in the “Out” column. **Note: If the employee lives with the waiver participant, they may write “Live-in” in place of “in” and “out” times.**
- Enter the total hours of Personal Care worked in decimal format (in 15-minute units) in the “Personal Care Hours” column for each day worked.
- Enter the total hours of Respite Care worked in decimal format (in 15-minute units) in the “Personal Care Hours” column for each day worked.
- Enter the total hours of Companion Care worked in decimal format (in 15-minute units) in the “Personal Care Hours” column for each day worked.
- Add the total Personal Care hours worked for week one and week two. Write the total hours in the “Personal Care Hours” box next to “Total Hours per Service for this Pay Period”.

- Add the total Respite Care hours worked for week one and week two. Write the total hours in the “Respite Care Hours” box next to “Total Hours per Service for this Pay Period”.
- Add the total Companion Care hours worked for week one and week two. Write the total hours in the “Companion Care Hours” box next to “Total Hours per Service for this Pay Period”.
- The **EMPLOYEE** must sign and date at the bottom above “Employee Signature” and “Date”.
- The **EMPLOYER** must sign and date the bottom above “Consumer/Surrogate Signature” and “Date”.

Example of hours entered in decimal format:

one hour: 1.0
two hours: 2.0
two hours and 15 minutes: 2.25
three hours and 30 minutes: 3.5
three hours and 45 minutes: 3.75

6. Approved Service

The total number of hours for ***all employees combined*** must **not** exceed the authorized number of hours for any services as shown on the individual’s approved Service Plan.

7. Changes in Hours

The **EMPLOYER** should contact the case manager directly to review the need for changes in approved services. A written Service Plan change must be submitted and approved by DAIL **before** any increased service hours will be paid. **Approved changes will be effective the next payroll period after the request is received at DAIL, starting on a Sunday.**

8. Mailing Timesheets

Mail the timesheet to the payroll agent at the address at the bottom of the timesheet. The timesheet must be mailed to the payroll agent so that it reaches the payroll agent’s office by Monday morning following the end of a pay period.

If more than one **EMPLOYEE** works for a participant during the same pay period, the **EMPLOYER** must submit all employee timesheets for this pay period to the payroll agent at the same time.

9. Timesheet Errors

On occasion it may be necessary for ARIS to return timesheets to **EMPLOYERS**. This may result in employee's paychecks being delayed. ARIS is unable to process *any* timesheet that does not have the original signatures of both the **EMPLOYER** and the **EMPLOYEE**. Timesheets will be returned to the employer when the following information is missing or incorrect:

1. Absence of employee name
2. Absence of consumer name
3. Absence of employee signature
4. Absence of employer signature
5. Signature of anyone other than the employer of record on the employer signature line.
6. Absence of dates of service.
7. Two consumers listed for services on one timesheet. Employees must fill out one time sheet per pay period for each consumer they provide care for.

Should a timesheet be returned to the **EMPLOYER** for one of the above reasons, the **EMPLOYER** must complete or correct the identified error, and re-submit the timesheet to ARIS. The timesheet will be processed and paid in the next pay period following receipt in the ARIS Office.

10. Other Reasons an Employee may not get Paid

Other reasons an **EMPLOYEE** may not get paid:

1. Late time sheets. Time sheets must be received in the ARIS office **no later than Monday** of each pay week, according to the Payroll Schedule.
2. Lack of, or incomplete Employer enrollment forms.
3. Lack of, or incomplete Employee enrollment forms.
4. Lack of patient share payment (when a patient share has been determined)
5. Lack of a Department of Disabilities, Aging and Independent Living (DAIL) authorized Service Plan

11. Pay Schedule

Paychecks will be generated by the payroll agent every two (2) weeks, according to the payroll schedule.

12. Pay Rate

As of **July 12, 2009 EMPLOYEES** who are paid through Consumer or Surrogate Directed Services option will be paid:

- \$10.14/hour Personal Care Services
- \$8.62/hour for Respite Care Services
- \$8.62/hour for Companion Services

Note: Workers are **not** paid overtime wages or benefits. The Medicaid rate identified on the Service Plan is higher than the **EMPLOYEE'S** wages because it includes worker's compensation and unemployment insurance that is covered by the state.

13. Patient Share

Under Long-Term Care Medicaid financial eligibility rules, some individuals must pay a monthly patient share payment to cover some of the costs of services. The amount of the patient share, if any, is determined by the Department for Children and Families (DCF). DCF will send a written notice to the individual explaining the amount (if any) of the required patient share. If the individual has a patient share, then:

- The patient share must be paid directly to ARIS each month in the amount indicated on the DCF notice of decision.
- The **EMPLOYER** must pay the monthly patient share in full with the timesheet of the first pay period of the month.
- Timesheets will not be processed, nor can payments to **EMPLOYEES** be made, unless the required patient share payment is submitted to the payroll agent.
- If the required patient share payment is not submitted to the payroll agent, the participant may be terminated from Consumer/Surrogate Directed Services.

Questions regarding Patient Share:

If there are questions about the **amount** of a patient share, contact the CFC case manager or the local District Office of the Department for Children and Families (see Appendix A).

14. Unemployment Benefits

Every **EMPLOYEE** is eligible for unemployment benefits if work hours become unavailable or decrease. If you have questions about unemployment compensation coverage, or about submitting a claim, contact the payroll agent.

15. Workers' Compensation

Every **EMPLOYEE** is covered by workers' compensation insurance. If you have questions about workers' compensation coverage, or about submitting a claim, contact the payroll agent.

16. Taxes

Payments made to every **EMPLOYEE** are treated as earned income, and are taxed as earned income. The payroll agent processes payroll taxes, withholds taxes from wages and prepares annual W-2 tax withholding statements.

17. Problems with the Payroll Agent

EMPLOYERS and **EMPLOYEEES** should first attempt to resolve payroll problems by directly contacting the payroll agent. If problems can not be solved, the **EMPLOYER** or **EMPLOYEE** may contact the case manager for assistance. Finally, if problems are still not solved with the help of the case manager, contact DAIL at (802) 241-1228.

18. Medicaid Fraud

Medicaid fraud is committed when an **EMPLOYER** or **EMPLOYEE** is untruthful regarding Choices for Care (CFC) services provided, in order to obtain improper payment. The Medicaid Fraud and Residential Abuse Unit of the Vermont Attorney General's Office investigates and prosecutes people who commit fraud against the CFC program. Medicaid fraud is a felony and conviction can lead to substantial penalties (including but not limited to, imprisonment up to ten years, or a fine up to \$1,000 or an amount equal to twice the amount of the assistance or benefits wrongfully obtained, or both). Additionally, individuals convicted of Medicaid fraud will be excluded for a minimum of five years from any employment with a program or facility receiving Medicaid funding.

Examples of Medicaid fraud include:

- Submitting timesheets for services not actually provided (e.g. signing or submitting a timesheet for services which were not actually provided)
- Submitting timesheets for services provided by a different person (e.g. signing or submitting a timesheet for services provided by a different person)
- Submitting twice for the same service (e.g. signing or submitting a timesheet for services which were reimbursed by another source, or signing or submitting a duplicate timesheet for reimbursement from the same source)

Suspected cases of fraud will be referred to the Attorney General's Medicaid Fraud Control Unit and may be referred to the local police authorities for further investigation and possible prosecution.

CHAPTER IX: Case Management Services

Case Management services are provided to all individuals receiving Choices for Care (CFC) in the home-based setting. The case manager is responsible for certifying **EMPLOYERS** and monitoring the services and the health and welfare of individuals participating on the CFC program.

1. Case Manager Responsibilities

The case manager must visit the individual on a regular basis, not less than once every 30 days.

Case managers are responsible for:

- Answering questions about the CFC program
- Assisting individuals in gaining access to needed services
- Overseeing the assessment and reassessment of the individual
- Developing a service plan for the individual
- Monitoring the services included in an individual's service plan
- Assessing the adequacy of care being provided
- Certifying the ability of a consumer or surrogate employer to manage services
- Reporting suspected cases of abuse, neglect, exploitation to Adult Protective Services (see Chapter X)
- Reporting suspected cases of Medicaid Fraud to the State (see Chapter VIII)

2. Case Manager Limitations

Case Managers are **not** responsible for:

- Completing or processing payroll forms
- Payroll documentation and submission
- Hiring, firing and training employees

An individual's case manager can provide some *advisory* assistance with these activities, but the **EMPLOYER** is ultimately responsible for all employment issues concerning the **EMPLOYEES**.

CHAPTER X: Abuse, Neglect, and Exploitation

The State of Vermont requires, by law (Title 33, VT Statue), that all health professionals report cases of suspected adult abuse, neglect, and exploitation. Those who are “mandated” to report such cases include, but are not limited to:

- Case Managers,
- Personal Care Attendants,
- Respite Care Workers,
- Companion Workers,
- Home Health Agency Employees,
- Adult Day Employees,
- Hospital Employees,
- Social Workers,
- Physicians, and
- Payroll Agent (ARIS)

Other concerned individuals may also report suspected adult abuse, neglect, or exploitation. In most cases, the identity of the individual making the report shall remain confidential.

Reports are made by contacting the Vermont Department of Disabilities, Aging and Independent Living, Division of Licensing and Protection, Adult Protective Services (APS) at 1-800-564-1612.

Appendix: Local Agencies

1. Department of Disabilities, Aging and Independent Living

District Office	Phone	Fax
Barre	(802) 476-1646	(802) 476-1654
Bennington	(802) 447-2850	(802) 447-6972
Brattleboro	(802) 251-2118	(802) 254-6394
Burlington	(802) 879-5904	(802) 879-5620
Hartford	(802) 296-5592	(802) 295-4148
Middlebury	(802) 388-5730	(802) 388-4637
Morrisville	(802) 888-0510	(802) 888-0536
Newport	(802) 334-3910	(802) 334-3386
Rutland	(802) 786-5971	(802) 786-5882
Springfield	(802) 885-8875	(802) 885-8879
St. Albans	(802) 524-7913	(802) 527-4078
St. Johnsbury	(802) 748-8361	(802) 751-2644
Waterbury Central Office	(802) 241-1228	(802) 241-4224

2. Local Area Agencies on Aging

Champlain Valley Agency on Aging	(802) 865-0360
Northeastern VT Area Agency on Aging	(802) 748-5182
Central VT Council on Aging	(802) 479-0531
Southwestern VT Council on Aging: Bennington Rutland	(802) 442-5436 (802) 786-5991
Southeastern VT Council on Aging	(802) 885-2655

3. Local Home Health Agencies

Addison County Home Health & Hospice	(802) 388-7259
Bennington Area Home Health	(802) 442-5502
Caledonia Home Health	(802) 748-8116
Central VT Home Health	(802) 223-1878
Chittenden / Grand Isle Visiting Nurse Association	(802) 658-1900 (TDD) or (800) 833-6111
Franklin County Home Health Agency	(802) 527-7531
Lamoille Home Health	(802) 888-4651
Manchester Health Services	(802) 362-2126
Orleans / Essex Visiting Nurse Association	(802) 334-5213
Rutland Area Visiting Nurse Association	(802) 775-0568
Visiting Nurse Alliance of VT & NH	(800) 858-1696

4. DCF District Offices (Financial Eligibility)

Barre	(802) 479-1041 or 800 499-0113
Bennington	(802) 442-8541 or 800 775-0527
Brattleboro	(802) 257-2820 or 800 775-0515
Burlington	(802) 863-7365 or 800 775-0506
Hartford	(802) 295-8855 or 800 775-0507
Middlebury	(802) 388-3146 or 800 244-2035
Newport	(802) 334-6504 or 800 775-0526
Rutland	(802) 786-5800 or 800 775-0516
Springfield	(802) 886-3551 or 800 589-5775
St. Albans	(802) 524-7900 or 800 660-4513
St. Johnsbury	(802) 748-5193 or 800 775-0514