



Consumer-Directed Program Updates

Community Plan of Virginia

October 2024

**United
Healthcare**

Agenda



- **UHC Introductions**
- **Role Clarifications**
- **Plan of Care**
- **Authorizations**
- **Electronic Visit Verification (EVV)**
- **Sick Leave**
- **Enhanced Benefits**
- **Contact Information**
- **Q&A: Please use Chat**





Role Clarifications

- **Care Coordinator (CC):** UnitedHealthcare (MCO insurance) staff
 - Health assessments, Individual Care Plan, care coordination
 - Referrals to Service Facilitator; review authorization requests

- **Service Facilitator (SF):** provider who assists with set up of CD attendant/respite care services
 - Assessment specific to attendant/respite care needs; creates plan of care
 - Referral to PPL; assists with set-up in MyAccount system (EOR, Attendants); conducts EOR training



Role Clarifications Cont.

- **Employer of Record (EOR):** member or delegate that manages ongoing CD services
 - Hires, trains, oversees, fires, direct care staff
 - Approves shifts worked; ensures accurate clock-in and clock-out
- **Personal Care Attendant:** individual employed by EOR
 - Provides personal care and/or respite care as outlined in plan of care
 - Legally Responsible Individuals (LRIs) may serve as attendant up to 40 hours per week; member not eligible for respite
- **PPL (Public Partnerships, LLC):** UHC's Fiscal/Employer Agent
 - Enrollment of EORs, Attendants
 - Processes payroll, tax withholdings/garnishments



Plan of Care

Service Facilitator will develop plan of care based on services and hours needed to keep member healthy and safe. Examples of services include:

➤ **ADLs:**

- Complete/partial bath
- Dress/undress
- Assist with Eating/Feeding

➤ **IADLs:**

- Prepare meals
- Make/change bed linens
- Shopping

➤ **Documentation of tasks completed/assistance provided during shift:**

- New requirement as of 1/1/25



Plan of Care Cont.

When documenting daily tasks, they should only include activities on the member's plan of care. If they are not, please reach out to the Service Facilitator to adjust the plan.

➤ **“Other”:**

- Should only be used for activities outlined in the care plan, but not listed in the drop-down menu.

➤ **Asleep hours:**

- Can only be billed if the plan of care outlines specific risks that need to be monitored during member's sleep.
- Cannot be billed for hours that the attendant is asleep.

➤ **Respite hours:**

- Used to relieve a non-paid caregiver who would normally be supporting the member.
- Maximum of 480 hours per fiscal year (7/1 to 6/30).



Authorizations

➤ **CD Services Authorized by UHC:**

- Attendant Care Services
- Respite Care Services

➤ **Authorization Process:**

- Service Facilitator (SF) requests attendant care/respite based on plan of care
- Request reviewed by Care Coordinator (CC) and/or Medical Director
- Authorization information transmitted to PPL electronically

➤ **Reminder:**

- Attendants cannot submit hours when member is admitted to hospital or Nursing Facility (except day of admission/discharge).



Electronic Visit Verification

➤ **Attendants must use an approved EVV method to clock-in and clock-out every shift**

- PPL Time4Care mobile app
- Interactive Voice Response (IVR) system (for those in areas with limited cell phone service)
- Attendants may use MyAccount to clock-in and clock-out when:
 - They are a live-in attendant
 - When adjusting an EVV entry



Sick Leave

- **Attendants may earn up to 40 Sick Leave hours in a fiscal year- July 1 to June 30**
- At the end of each quarter, PPL will calculate hours worked by the attendant to determine if they are eligible to earn sick leave.
- Once an attendant meets the qualification criteria for Sick Leave, they remain eligible until end of fiscal year.
- Eligible attendants earn 1 hour of sick leave for every 30 hours worked during the quarter.
- Sick Leave must be submitted within 30 days of using it.



Enhanced Benefits

➤ **Caregiver Coaching Program:**

- The Caregiver Coaching Program is offered by UHC Community plan and Careforth. It's an easy way to give you confidence and resources to thrive as a caregiver.

➤ **Adult Vision Services:**

- Members 21+; Coverage includes annual eye exam and frames/lenses every two years by in network provider.

➤ **Non-Emergency Medical Transportation (NEMT) - Social Trips:**

- NEMT will provide 6 round trips every 6 months to places of worship, library, gym and/or YMCA, grocery stores, DMV, and DSS.
- **Call 833-215-3884**



Enhanced Benefits Cont.



➤ **Housing Application Reimbursement:**

- Gift card reimbursement of \$40 per application per covered member 18+; up to \$80 per benefit year; contact Member Services

➤ **MyHealthLine Free Cellphone Program:**

- Free smartphone with 1,000 minutes and unlimited texts, 4.5 GB of free mobile hotspot data monthly

➤ **Doctor Chat:**

- When you are ill or have health questions and can't get to your primary care doctor, you can talk to one in seconds, 24/7, with UHC Doctor Chat
- Access via www.uhcdoctorchat.com or UnitedHealthcare Doctor Chat app

➤ **SelfCare by AbleTo (formerly Sanvello):**

- Free use of AbleTo to help with stress, anxiety and depression
- Access via www.ableto.com/begin or AbleTo app



UHC Contact Information



Members or their Authorized Representative(s) can reach their Care Coordinator by calling directly or Member Services:

1-844-752-9434



Questions?





Thank You!

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