

General Program Frequently Asked Questions

What is the purpose of the Virginia Consumer-Directed Services Program?

The Virginia Consumer-Directed Services Program is designed to allow people needing long-term care to receive authorized services in their home or community instead of a nursing home. The program allows those individuals to determine the services they will receive and select who will provide them according to their Service Plan and authorization.

How does this program work?

An Attendant provides authorized services to a Consumer of the Virginia Consumer-Directed Services Program. Authorized services may be offered through the Virginia Commonwealth Coordinated Care (Cardinal Care) or the Medicare Medicaid Plan (MMP) through the Cardinal Care Program. The Employer of Record (EOR) is the person who employs the Attendants. The EOR may be the Consumer or a different person selected by the Consumer.

What is Public Partnerships LLC (PPL)?

Public Partnerships LLC (PPL) is a financial management services firm providing fiscal/employer agent (F/EA) services for you. PPL's services allow an Attendant to work for you and be paid with program funds.

What types of services can Attendants provide?

Attendants can provide three types of service to Consumers through the Consumer-Directed Services Program. These are Attendant services, Respite services. A person hired as an Attendant can provide any of these types of services to a Consumer. The EOR will specify which service type is to be provided.

- Services must be authorized before providing the care.
- Attendant services help individuals with their daily needs, such as dressing, bathing, eating, and assistance with self-administration of medication.
- Respite services assist an unpaid caregiver, giving that individual the time to do needed things for themselves, or other family members. Respite services are allowed only during times when the usual unpaid caregiver needs time off. An unpaid caregiver can be given no more than 480 hours of respite services in one fiscal year. A fiscal year begins July 1st and continues for the 12 months through June 30th.

What do I need to do as the EOR? As the EOR, you will

- Complete the Attendant Application for each person you wish to have as an Attendant.
 - Review the Attendant Employment Agreement with each Attendant and ensure that both of you sign it.
 - Complete and sign all EOR Enrollment Forms.
 - Sign all Attendant Enrollment Forms and required paperwork.
 - Establish schedules and tasks for each Attendant in accordance with the Consumer's Service Plan.
 - Monitor each Attendant's work.
 - Approve or reject service shifts.
 - Keep track of Service Authorizations and time used.
 - Hire, supervise, and discontinue employment of the Attendants.
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- VA Cardinal Care, through PPL will:
 - Perform a Criminal History Record Name Search on all Attendants.
 - Perform a search of the Virginia Department of Social Services (Child Protective Services) Central

Registry for findings of child abuse and neglect on prospective Attendants providing care to Consumers under age 18.

- Perform required state and federal background and employment eligibility checks on Attendants.
- Issue wages using direct deposit to the Attendant's checking or savings account, debit card of the Attendant's choice, or to a Money Network Account.
- Withhold state and federal taxes and other withholdings for each Attendant.
- File monthly, quarterly, and annual tax deposits and forms with state and federal agencies.
- Issue an IRS Form W-2 Wage Statement to each Attendant in January every year.
- Provide the Quarterly Service Report (QSR) four times per year to review your Service Authorizations.
- Answer questions about enrollment, service shifts, and payments.
- Help you and your Attendant with the enrollment process through PPL Customer Service.

What do I need to do first?

Review and sign all required forms. Once completed, fax or mail the EOR Enrollment Forms to VA Cardinal Care, through PPL.

Does PPL have online resources to help me?

Yes, PPL maintains a website where you will find forms you can print and tutorials to guide you in the use of the PPL website and Web Portal.

How do I access the PPL website, where there are forms and tutorials?

1. Type pplfirst.com into the computer's Internet browser address bar.
2. Click **Programs** from the top menu.
3. Click **Virginia (VA)** on the map image.
4. Click on the link that corresponds with your employer's Managed Care Organization
5. Click the **Program Documents** tab.

Where on the PPL website will I find information for employers?

Access the website using the information above. On the left side of this screen, under the heading *Employer of Record* you will find Employer forms you can print. Lower down on the screen are employee/attendant forms. The training section (**Training** tab) provides important information and tutorials about the program. You can also access the training page directly at <http://www.pplfirst.com/vatraining/index.html>

Must a Consumer's physical address change be reported?

Any changes in the Consumer's physical address **must** be reported to the local Department of Social Services (DSS) office and to your plan if you are enrolled in the Cardinal Care program. Please contact your eligibility worker to report address changes. VA Cardinal Care, through PPL will receive the new address automatically from DSS.

Should PPL be notified of changes in the Consumer's phone number and email address?

Yes. There are several ways to notify VA Cardinal Care, through PPL of phone number or email changes. You can:

- Call PPL Customer Service toll-free at 1-833-549-5672 or email at pplva@pplfirst.com
- Print it from the PPL website at www.pplfirst.com then complete it, and mail or fax according to the instructions on the form.

- Update the Consumer phone number and email address directly within the Web Portal, as follows:
 1. Type <https://fms.pplfirst.com/pplportal/Login.aspx> in the internet browser address bar.
 2. Enter your user name and password if you are an existing user. If you are new to the Web Portal, click **Online User Registration**. Instructions on how to register can be found in the Program Documents section.
 3. Once logged into the Web Portal, click **My Profile**.
 4. To review your information and to make updates, click **Edit Consumer** at the bottom of the screen.
 5. Click **Update** to save your changes.

Should the EOR change their records on file with VA Cardinal Care, through PPL?

Yes, the EOR should notify VA Cardinal Care, through PPL of any change in contact information. To update this information, you can:

- Call PPL Customer Service toll-free at 1-833-549-5672 or email at pplva@pplfirst.com
- Find the form on page 22 of this Welcome Packet or print it from the PPL website at www.pplfirst.com Then complete it, and mail or fax according to the instructions on the form.

What if the Consumer loses Medicaid eligibility?

The Attendant can be paid through VA Cardinal Care, through PPL only for services provided to a Consumer who is eligible for Medicaid and Waiver services. Contact your local Department of Social Services (DSS) eligibility worker to be sure the Consumer is eligible for Medicaid services.

What if the Consumer loses Waiver Eligibility?

Contact your Services Facilitator to be sure the Consumer is eligible for Waiver services.

The Consumer is in a nursing facility, can the Attendant be paid?

No, the Attendant cannot be paid to provide care while the Consumer is receiving services in an in-patient setting such as a nursing facility or hospital.

Will I be required to pay for services out of my own pocket?

All authorized payroll related expenses are funded using program funds. These expenses include Attendant wages, Employer payroll taxes, and unemployment insurance.

VA Cardinal Care or the MMP will **not** pay for services that do not meet requirements, including but not limited to circumstances such as:

- Medicaid or Waiver ineligibility
- an Attendant who has failed a Criminal History Record check due to a barrier crime
- an Attendant who has failed a child abuse and neglect records check
- an Attendant who is named in the federal List of Excluded Individuals/Entities database
- an Attendant working more than the number of Authorized Service hours
- hours submitted to VA Cardinal Care, through PPL more than one year after the date worked

The Consumer is responsible for paying the Patient Pay as determined by the Department of Social Services.

What is the Attendant Employment Agreement?

You must review the Attendant Employment Agreement with each Attendant. The agreement is found in the Attendant Enrollment Forms Packet. This document needs to be signed and dated by both the Attendant and you before VA Cardinal Care, through PPL can issue a paycheck. The agreement will establish a hire date, program rules, and conditions of employment.

What if I do not understand how to complete the VA Cardinal Care paperwork?

The EOR can contact their Services Facilitator for assistance with the VA Cardinal Care paperwork. You can also call PPL Customer Service 1-833-549-5672 (toll-free).

Why do I need to sign the USCIS Form I-9 for my Attendant?

The United States Citizenship and Immigration Services (USCIS) is a department within Homeland Security. Federal law requires all employers (you) to complete the I-9 for their employees, such as your new Attendant. You must look at the Attendant's identification before signing the form. The instructions for completing the form are in the Attendant Welcome Packet. This form **must** be signed within three (3) days of employment. Attendants cannot start work without this form completed.

How do I hire an Attendant?

First, you and the person you choose to be an Attendant must complete an Attendant Application Form. You can:

1. Go Online at <https://fms.pplfirst.com/PPLPortal/Login.aspx>, on the right side of the page under Resources, click "Virginia Cardinal Care Attendant Application" or
2. Call the Enrollment Hotline at 1-877-908-1752, Monday through Friday, 8:00AM to 5:30PM (EST).

NOTE: Only the EOR may call the hotline. Make sure the Attendant applicant is with you, and have the following information available:

- Consumer Number
- The Applicant's Social Security Number (best to have the SSN card in hand). Or fax or mail the completed paper copy of the form. Call PPL Customer Service for additional forms or print forms from the PPL website at <http://www.pplfirst.com>. Please fax the completed form to 1-866-709-3319 or mail it to VA Cardinal Care, through PPL at:
Virginia Consumer-Directed Services Program
Public Partnerships LLC
17 Plaza Dr, Suite 300
Latham NY, 12110

Once VA Cardinal Care, through PPL receives and processes the Attendant Application Form information, VA Cardinal Care, through PPL will send the Attendant Enrollment Forms Packet and Attendant Welcome Packet to you. You can also download the Attendant Enrollment Forms Packet using the PPL Web Portal. Log into the BetterOnline Web Portal or review the registration instructions.

1. Click on **My Profile**
2. Click on **Associated Providers** at the bottom of the page
3. Locate the new Attendant
4. Click on **Print Forms**
 - Select items 2 through 12 from the print forms menu
5. Select **Preview Selected**

Can VA Cardinal Care, through PPL email Attendant Enrollment Packets and other program information to me?

Yes, if you request the Attendant Enrollment Forms Packet and Attendant Welcome Packet materials to be sent to you through email, VA Cardinal Care, through PPL will send you a secure email. VA Cardinal Care, through PPL may also send program communications by email.

How do I open a secure email?

Select "Open Message." If you are unable to open the message, copy and paste the link that appears in the middle of the ZixCorp secure email message. Follow the instructions within the email to register your email address. If you have any questions, call PPL Customer Service at 1-833-549-5672.

What if I no longer want an Attendant to work for me?

You can tell your Attendant that you no longer wish to have services provided by him/her. Send VA Cardinal Care, through PPL the completed Separation of Employment form. Additional forms are available on the PPL website or by calling PPL Customer Service.

Tax Questions

Will the IRS or Virginia Department of Taxation send me letters?

Now that you are an employer you may receive letters or forms. These letters may come from the IRS, Virginia Department of Taxation, and Virginia Employment Commission. VA Cardinal Care, through PPL asks for these letters to be sent to VA Cardinal Care, through PPL but they may be sent to the address of the Employer. Most of the letters are for information only and you do not need to act. If you have questions, call PPL Customer Service; we may ask you to fax or mail the document to us.

What taxes are withheld for each of my Attendants?

Most people must pay taxes. Taxes that are withheld include Social Security and Medicare (FICA), and income taxes (federal and state) for each paycheck. Withholding amounts are based on the tax exemption status the Attendant selected on the tax paperwork. A list of payroll withholdings will be on the Attendant's pay stub. VA Cardinal Care, through PPL will mail the IRS Form W-2 Wage Statement to the Attendant in January. VA Cardinal Care, through PPL has until January 31st to mail the W-2 to your employees.

Does the EOR handle payment of employment taxes?

The program will pay the Employer's portion of taxes. As your agent, PPL will complete and submit all paperwork and payments.

Payroll Questions

When can the Attendant start receiving pay?

VA Cardinal Care, through PPL can start paying your Attendants when the following steps are complete.

1. The Consumer is approved to receive Authorized Services;
2. The Consumer is eligible for Medicaid and Waiver services;
3. The EOR Enrollment Forms Packet has been received by VA Cardinal Care, through PPL, all forms are complete, and an Employer Identification Number (EIN) has been issued.
4. The Attendant Enrollment Forms Packet has been received by VA Cardinal Care, through PPL and all forms are complete.

Who is responsible for approving or rejecting service shifts?

As the Employer, you will approve or reject your attendant's service shifts. You can select a responsible person to help you by completing and submitting the Authorized Representative Agreement and Signatory Authority form.

What is a Payroll Schedule?

Payroll Schedules show pay periods and pay dates. Depending on where the Consumer lives, you will use Payroll Schedule A or Payroll Schedule B. The schedules can be found on the PPL website. Please use the Payroll Schedule for your area.

- Schedule A – Central Virginia and Tidewater regions
- Schedule B – Northern Virginia, Piedmont, and Southwest regions.

If you are unsure how to use the Payroll Schedules, call PPL Customer Service.

What is a Patient Participation deduction (Patient Pay)?

The Patient Participation deduction is an amount determined by the local Department of Social Services (DSS) that the Consumer may have to pay for the services he or she receives from the Attendant. If the Consumer is subject to this deduction, the Patient Pay amount determined by DSS will be subtracted from the Attendant's pay and must be repaid by the Consumer. To be reimbursed, the Attendant must show the EOR a copy of his or her pay stub showing the Patient Pay deduction. The EOR is responsible for ensuring that the Attendant is reimbursed for the full amount deducted from the Attendant's pay.

When will VA Cardinal Care, through PPL deduct the Patient Pay?

Patient Pay will be deducted from Attendant's pay checks for pay periods that include the first day of each month. Payroll Schedules A and B show these pay periods circled.

Background Checks

What background checks are completed on Attendant applicants?

VA Cardinal Care, through PPL will complete the following background checks on Attendant applicants.

- Criminal History Record Name Search. People convicted of barrier crimes cannot be hired to work in the Virginia Consumer-Directed Services Program.
- List of Excluded Individuals/Entities (LEIE). The United States Department of Health and Human Services, Office of Inspector General (HHS-OIG) maintains the LEIE. This list contains names of people with findings of program-related fraud, patient abuse, or licensing board actions.
- Request for Search of the Virginia Department of Social Services Central Registry (Child Protective Services (CPS)). If the Consumer is an individual under the age of 18, the Attendant must complete the Virginia Department of Social Services Central Registry Release of Information Form so these records can be checked.

What is a Criminal History Record Name Search?

VA Cardinal Care, through PPL will facilitate a check of records from the Virginia State Police for the individual named on the Criminal History Record Name Search Request Form. The police will inform VA Cardinal Care, through PPL if the individual has been convicted of a crime and, if so, will provide a list of criminal convictions.

What is a barrier crime?

Virginia laws define barrier crimes as crimes that prevent a person who has been convicted of certain crimes from working with at-risk groups such as children, the elderly, and persons with intellectual disabilities.

What crimes are considered barrier crimes?

The barrier crime list is defined by the Code of Virginia §37.2-314, §37.2-416, or §32.1-162.9:1 and Virginia regulations 12 VAC 30-120-770. Barrier crimes are subject to change. If the code states (et seq.), VA Cardinal Care, through PPL will review the entire sequence.

VA Cardinal Care, through PPL will review the Consumer's waiver and determine which Code of Virginia regulation is associated with that waiver. Barrier crime requirements can be different for each waiver.

Review the following sections and websites for the most up to date barrier crimes.

- Elderly or Disabled with Consumer-Direction (EDCD) review Section §32.1-162.9:1

<http://leg1.state.va.us/000/cod/32.1-162.9C1.HTM>

- Individual and Family Developmental Disabilities Support (IFDDS) and the Intellectual Disability (ID) programs review Section §37.2-416, and §37.2-314

<http://leg1.state.va.us/000/cod/37.2-416.HTM>

<http://leg1.state.va.us/000/cod/37.2-314.HTM>

- Children's Mental Health (CMH) and Early and Periodic Screening, Diagnosis and Treatment (EPSDT) review Section §32.1-162.9:1 and §37.2-416

<http://leg1.state.va.us/000/cod/32.1-162.9C1.HTM>

<http://leg1.state.va.us/000/cod/37.2-416.HTM>

Can I hire someone who has been convicted of a barrier crime?

No. If the Criminal History Record Check finds the Attendant has been convicted of a barrier crime, the Attendant cannot receive Medicaid payment to work for you.

What is the LEIE?

The List of Excluded Individuals/Entities (LEIE) is a database maintained by the United States Department of Health and Human Services, Office of Inspector General (HHS-OIG). This database contains names of people who have been convicted of crimes related to Medicare or Medicaid programs, patient abuse, and actions taken by a state licensing authority. These people cannot receive Medicaid funds for payment.

How often will VA Cardinal Care, through PPL conduct LEIE background checks?

VA Cardinal Care, through PPL will conduct an LEIE background check on all new Attendants and on every Attendant once a month to comply with federal law.

What happens if an Attendant's name appears on an LEIE background check?

Medicaid payments cannot be made to an excluded person who is named in LEIE database.

How will I know if an Attendant in my employ has been excluded from participation in federal health care programs?

VA Cardinal Care, through PPL will mail you a letter if any Attendant is denied employment due to being listed in the federal LEIE database.

What is the Virginia Department of Social Services/Child Protective Services Central Registry?

The DSS Child Protective Services (CPS) Child Abuse and Neglect Central Registry contains information on people who have findings of child abuse or neglect made by a local Department of Social Services office within the Commonwealth of Virginia. The "Central Registry Release of Information Form" is needed to search the CPS Central Registry.

Can I hire someone who has a finding of child abuse or neglect?

If the Consumer is a minor (under the age of 18), and a CPS Central Registry record check finds the

Attendant has a record of child abuse or neglect, the Attendant cannot receive Medicaid payment to work for you. This Central Registry record check will be performed only if the Consumer is a minor.

Appealing Failed Background Checks

Can the finding of a Virginia State Police Criminal History Check be appealed?

If an Attendant fails a Virginia State Police Criminal History Check, he or she must appeal the decision directly with the Virginia Department of State Police.

Manager Central Criminal Records Exchange
Virginia Department of State Police
P. O. Box 27472 Richmond, VA 23261-7472
www.vsp.virginia.gov
(804) 674-2000

Can the finding of a DSS CPS Central Registry Central Registry search be appealed?

If an Attendant fails a Central Registry search, they must appeal the decision directly with the DSS.

Information about this procedure is available on the DSS web site at:

<http://www.dss.virginia.gov/appeals/cps.cqi>, or by calling VDSS at 1-800-552-3431 (toll-free) or 804-726-7000.

Can findings resulting from LEIE background checks be appealed? What can I Appeal?

If the Attendant has been excluded by the HHS-OIG due to an LEIE background check, the Consumer (or the EOR acting on the Consumer's behalf), has the right to appeal the Attendant's denial of employment by PPL with Cardinal Care.

How do I submit an LEIE appeal to VA Cardinal Care?

Appeals concerning LEIE findings can be sent in writing to Cardinal Care by fax or mail:

Fax: 804-371-8491

Mail: Appeals Division
Virginia Cardinal Care
600 E. Broad Street
Richmond, Virginia 23219
(804) 371-8488

Appeals must be received by VA Cardinal Care within 30 days of the date on the letter from VA Cardinal Care, through PPL denying the Attendant's employment.

Where can I find more information about LEIE?

You can find more information about the LEIE database on the HHS-OIG website at www.oig.hhs.gov under "Exclusions Program".

How can I submit an appeal to my plan?

Contact your plan.