

Pennsylvania Office of Long-Term Living (PA OLTL) Program Roles & Responsibilities



Participant/Common Law Employer (CLE)

- Hire, train, schedule, pay, and manage your Direct Care Workers (DCWs).
- Let DCW go when needed.
- Fill out and send required employer paperwork to the FMS.
- Wait for the “Good to Go” notice before a DCW can start.
- Check, approve, and make sure DCW time worked is correct.
- Make sure DCWs enter time using Time4Care the right way.
- Watch your utilization and how money is used.
- Report fraud, abuse, neglect, or exploitation to the FMS and Service Coordinator.
- Contact the FMS with questions about paperwork, utilization, or time entries.
- Have a backup plan if your DCW cannot work.
- Electronic Visit Verification (EVV) management.
- Manage DCW pay rate.

Direct Care Worker (DCW)

- Complete all required paperwork, training, and background checks.
- Get a DHS Unique ID number and give it to the FMS before working.
- Help the participant with personal care as directed.
- Enter work time correctly and on time using Time4Care.
- EVV compliance.
- Turn in signed timesheets for all hours worked.
- Report abuse, neglect, exploitation, fraud, or other serious incidents to the FMS or Service Coordinator.
- Tell the Service Coordinator or FMS about changes in the participant's health or needs.
- Stop working if the participant is in the hospital.
- Let the participant/CLE know if you cannot work or finish your duties.
- Contact the FMS with questions about paperwork, pay, or time entries.

Financial Management Service (FMS)

- Process and pay DCW after the CLE approves time.
- Oversee payroll, taxes, W 2s/1099s, and workers' compensation.
- Keep DCW records, training files, and time entries.
- Make sure DCWs have a DHS Unique ID before working.
- Help CLEs and participants with enrollment paperwork
- Track utilization and keep funds separate for each person.
- Show current utilization information on the FMS website.
- Pay DCWs for Pre Service Orientation.
- Provide customer service 5 days a week.
- Give orientation, training, and support to participants, CLEs, and personal representatives.
- Respect personal representatives as decision makers.
- Send monthly and quarterly service and money reports.
- Notify the Service Coordinator if timesheets are missing.
- Complete surveys, reports, and required reviews.
- Run background checks and clearances.

Pennsylvania Office of Long-Term Living

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Service Coordinator (SC)

- Help participants find, plan, and manage their services.
- Teach participants and representatives about participant-direction.
- Check the participant's needs and help create the Individual Service Plan (ISP).
- Make sure services follow the ISP.
- Help with enrollment and work paperwork with the FMS.
- Help write job duties for DCW.
- Support communication between the participant and the FMS.
- Watch service use and help fix problems if services are too much or too little.
- Help participants solve problems and report serious issues.
- Help keep the participant safe and make sure they receive appropriate care.
- Share referral and utilization information with the FMS.
- Help with Time4Care and EVV issues.
- Report abuse, neglect, exploitation, or fraud and help keep the participant safe.
- Help participants address concerns with their DCW or the FMS.
- Help participants understand their employer duties.
- Help arrange needed DCW training.
- Ensure that personal representatives act in the participant's best interest.
- Explore other options if services are not working well.
- Help make a backup plan if a DCW cannot work.
- Identify when extra employer training is needed.
- Complete yearly (or needed) reassessments.
- Share ISP changes with the participant and FMS.
- Help identify risks and make plans to reduce them.
- Arrange training on abuse and safety topics when needed.
- Report on FMS issues to OLTL.
- Help transition services if the participant leaves participant-direction to ensure no gaps in care.
- Monitoring the provision and utilization of services.

Office of Long-Term Living (OLTL)

- Give guidance on rules and policies for participant direction.
- Work with the FMS to make sure the program is run the right way.
- Review reports and data to check program performance.
- Provide the CLE Satisfaction Survey to the FMS.
- Make sure FMS payments and fees follow all regulations and requirements.
- Oversee the FMS contract and ensure that any issues found are addressed and resolved.
- Complete yearly on site reviews of the FMS.
- Check FMS reports to be sure services meet contract rules.
- Monitor FMS performance to ensure waiver requirements are met.
- Create standard training for participants and CLEs.
- Review quarterly and yearly FMS reports to track issues.
- Make sure participants receive services listed in their ISP.
- Review DCW background check records during monitoring.
- Review participant records to confirm services are monitored.
- Approve ISPs when a DCW provides over 40 hours per week.
- Create materials that explain the benefits and risks of participant direction.
- Contract with a Fiscal/Employer Agent to provide FMS services.