Good morning. My name is Nicole Gabel and I am the Case Management and Technical Assistance Coordinator for the Home and Community-Based Services Section of the Division of Healthcare Financing (Division). Today we will be discussing case manager expectations related to supporting participants of the Community Choices Waiver who choose participant-directed services.
Training Agenda

➔ Participant direction overview
➔ Case manager responsibilities
  ◆ Participant-Directed Support Plan
➔ Reporting incidents and fraud, waste, and abuse
➔ Returning to traditional services
➔ Required training and additional resources

By the end of this training, the following topics will have been introduced and explained.

- A brief overview of participant direction, including how participant-directed services differ from agency-based services;
- The case manager’s responsibilities in supporting the participant or designated employer of record (EOR), including their responsibilities related to assisting the employer of record in developing a Participant-Directed Support Plan. In this section of the training we will introduce the new documents and forms that the Division will require case managers and EORs to complete beginning February 1st;
- The case manager’s responsibility to report incidents and fraud, waste, and abuse, and how the case manager should ensure the EORs do the same;
- The circumstances that may lead to a participant returning to traditional services, and the case manager’s responsibilities in supporting that transition; and
- Required trainings and additional resources.
Overview of Participant Direction

Before a participant can direct their own services, they need to understand what participant direction is and how it differs from agency-based services. It is also important that they understand their rights and responsibilities. As a case manager, you are the professional they will trust to answer questions and address concerns, so it is important that you have a firm understanding of these things as well.
Participant direction is an optional service delivery method that offers participants an alternative to traditional services received from provider agencies. Participant direction means that participants have decision making authority over identified waiver services, and accept the responsibility for taking a direct role in managing them.

Participants can direct their own services, or they can select someone they trust to direct services on their behalf. If they choose or need to have someone direct their services, this person is known as the designated employer of record, or EOR. Throughout this training, we will refer to the participant directing their services. It must be understood that, if an EOR has been designated, the EOR will be responsible for the tasks and activities that are assigned to the participant.
What is the Role of the Employer?

➔ Managing employees
➔ Managing the budget
➔ Ensuring accuracy of employee time cards
➔ Communication

When a participant chooses the participant-directed option, the participant takes on the role of the employer, and all of the responsibilities that go along with being an employer. This includes:

- Recruiting, hiring, and training employees, holding them accountable to their job duties, and disciplining and firing them, when necessary;
- Managing their budget;
- Ensuring the services and time their employees submit for payment are correct and accurate. Please remember as a case manager should monitor who the designated employer of record is. Only an EOR can sign timesheets for employees.; and
- Communicating with the Financial Management Services provider about payroll, budget, and employment.
How is Participant Direction Different?

➔ Agency-based services:
   ◆ Agency sends its own employees to help participants
   ◆ Agency decides who, what, and when
   ◆ Employees must follow the rules and operating hours of the agency

➔ Participant direction:
   ◆ Participants decide the who, what, when, where and how much.

So what is the difference between participant-directed and agency-based services?

Providers of agency-based services are Medicaid enrolled providers that are certified by the State of Wyoming to provide waiver services. The agency sends employees to help participants with the essential functions of life, such as bathing, dressing, grooming, and meal preparation. The agency is responsible for hiring, training, and disciplining its employees, and the employees are obligated to follow the rules, operating hours, and other guidance issued by the agency.

Under participant direction, participants hire whomever they wish, as long as they meet minimum qualifications. The participant directs their employee’s schedule, trains their employee on the participant’s specific needs and preferences, and gives them direction on how they want the service provided. Participants also set wages and schedules, and manage their services in order to stay within their allotted budget.
Case Manager Requirements When Assisting with Participant Direction

Although participants are responsible for directing their services, case managers still play a significant role in supporting the participant and ensuring that the services they receive meet home and community-based standards and regulations.
Explain Participant Direction

➔ Possible service alternatives, including opportunities for Personal Support Services through participant-direction
➔ Potential benefits, risks, and responsibilities
➔ Program limitations and restrictions
➔ Consequences of fraud or misuse of the participant-directed budget

Participants need to be aware of the various service options that are available to them. The case manager must offer participant direction as one of the service options for Personal Support Services, and be able to explain what participant direction is and how it works. This includes outlining the potential benefits, risks, and responsibilities, as well as the program limitations and restrictions. The participant must be made aware of the consequences of committing fraud or misusing their participant-directed budget.
### Participant Rights

<table>
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<tr>
<th>Participants’ need to know their rights in order to make an informed choice on which service options are right for them. Participants have the right to:</th>
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<tbody>
<tr>
<td>- Be informed of their rights prior to receiving waiver services</td>
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<td>- Be supported to exercise their rights as a participant in the waiver program</td>
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<td>- Voice grievances, without fear of discrimination or reprisal</td>
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<td>- Have their property treated respectfully by those providing services</td>
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<td>- Choose to receive their services in a nursing facility or through waiver programs</td>
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<td>- Freely choose qualified provider(s) to deliver services</td>
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<td>- Receive services from approved, qualified, and willing providers</td>
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<td>- Request a fair hearing and be informed of how to access that process</td>
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<td>- Receive services without regard to their race, religion, creed, gender, national origin, sexual orientation, marital status, age, or disability</td>
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<td>- Privacy, including confidentiality of personal records, within the scope of Wyoming statute and HIPAA requirements</td>
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<td>- Submit complaints or grievances related to rights violations or the provision of services, and receive a response to those complaints</td>
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<td>- Participate in the development, review, and approval of their service plan and in any changes to that service plan</td>
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<td>- Have input into who, when, where, and how their services are provided</td>
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<td>- Be informed about the services to be provided and any increase or decrease in the amount, additional services, or the discontinuation of services</td>
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<td>- Refuse services or treatment and to be informed of the consequences of their decision</td>
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<td>- Assume reasonable risks and have the opportunity to learn from those experiences</td>
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Determine Participant’s Capability

➔ Must be able to manage activities and responsibilities independently
➔ An EOR may be designated based on the assessment conducted as part of plan development
➔ EOR Designation and Power of Attorney Form grants specific authority to the EOR

In order for a participant to successfully direct their services, they must be able to manage the activities and responsibilities that come with participant-direction in an independent manner.

When the case manager develops the service plan, they will be required to indicate if the participant plans to direct their services. Once this indication is made, a participant-direction assessment will populate in the Electronic Medicaid Waiver System (EMWS). This assessment must be conducted by the case manager and will identify if the participant is able to:

- Understand and monitor conditions of basic health;
- Recognize how, when, and where to seek appropriate medical assistance;
- Make informed decisions about interviewing, selecting, disciplining, terminating, and otherwise managing their caregivers;
- Direct their own care delivery;
- Train caregivers in order to meet their specific needs; and
- Establish caregiver wages and schedules in order to manage their services within a budget.

If the assessment shows that the participant is unable to direct their services, or if the participant chooses to direct their services but doesn’t want the responsibility of managing all of the tasks that come with participant-direction, the participant may choose to designate an EOR. If an EOR is designated, the participant will be required to complete an Employer of Record Designation and Power of Attorney form, which grants a designated EOR very specific authority. This Designation and Power of Attorney Form can be found on the Division website.
EOR Designation and Power of Attorney Form

→ Participant assigns an agent, or EOR
→ In addition to specific authorities listed, participant can list specific instructions
→ Form must be signed by the participant or their legally authorized representative
→ EOR duties are detailed and EOR must acknowledge validity of the Power of Attorney

When completing the Designation and Power of Attorney form, the participant must assign the agent, or EOR, to make decisions and act on their behalf concerning the employer duties and responsibilities under the participant-directed services option. Participants should select someone they trust to serve in their best interest, such as a family member, friend, or current caregiver. Unless the designation is revoked, the EOR will act on the participant’s behalf whether or not the participant is able to act for themselves. Unless otherwise specified or the designation is revoked, the EORs authority will generally continue until the participant dies, or until the agent resigns or is unable to act for the participant. The designation becomes effective immediately unless other instructions are specifically noted on the form.

The designation does not authorize the EOR to make other financial or healthcare decisions on the participant’s behalf. The EORs authority is limited to the items listed on the form; however, the participant can list other instructions in addition to what is listed.

Once the participant or their legally authorized representative signs the form, the EOR will be required to sign the form and acknowledge the scope and duties assigned to them.
Provide the Employer Manual

➔ Employer Manual is a step-by-step guide to help the participant understand their tasks and responsibilities

➔ Explains how to develop the Participant-Directed Support Plan

➔ Provides specific guidance on recruiting, selecting, and hiring employees

After the participant has chosen to direct their services, or has assigned an EOR to support them in directing their services, the case manager must provide them with the Participant Direction Employer Manual (Employer Manual). The Employer Manual is a step-by-step guide that is designed to support the participant in understanding their responsibilities and the associated tasks they will be required to complete when directing their services. The Employer Manual provides detailed instructions on how to develop a Participant-Directed Support Plan, and gives specific guidance on recruiting, selecting, and hiring employees. The Employer Manual can be found on the Division website.
Determine the Participant-Directed Budget

➔ Work with the participant to identify areas of need and time required for tasks
➔ Use the Monthly Budget Calculator to determine the budget amount that the participant will need
➔ Record calculated budget in EMWS

In order for the participant to develop their plan and hire their employees, they must know their budget. The case manager needs to work with the participant to identify their areas of need, when they will need the support, and how much support will be required. The case manager must use the Monthly Budget Calculator to document the minutes per day and days per week needed for each activity. The calculator will automatically compute the information and generate a monthly budget amount based on the information documented in the Calculator. The case manager must record the monthly budget in EMWS.

The Monthly Budget Calculator can be found on the Division website. The form must be uploaded into EMWS when adding participant direction to the plan.
Before a participant can direct their services, they must create a plan and prepare for the responsibilities of being an employer. The Participant-Directed Support Plan template includes sections that address participant needs, employee tasks, recruiting and hiring of employees, and plans for staffing, spending, back-up or contingencies, and emergencies.

The case manager must provide the participant with the necessary template form, and support the participant as they develop their plan.

It is important to note that it is the participant’s responsibility to develop their plan. While the case manager’s role is to provide support and guidance, established boundaries are needed to ensure that the case manager isn’t making decisions or acting on behalf of the participant for any employment-related responsibilities. If these boundaries are breached, the case manager may be at risk of being considered an employer and jointly liable for actions of the employer and employees.
Section 1 - Participant Needs

- Case manager must complete
- Needs and Risks component must reflect assessed needs
- Service Description component must reflect tasks identified on the Monthly Budget Calculator

The first section of the plan addresses participant needs. This section must be completed by the case manager. The Needs and Risks component of the section must reflect the participant’s needs that were identified through the assessment process. The Service Description component of the section must reflect the tasks that were identified during the development of the monthly budget.
Section 2 - Employee Tasks

➔ Participant should detail the specific tasks that the employee is to perform for each activity listed
➔ Case manager must assist the participant to ensure that each section clearly identifies what the employee must do, and how

Section 2 addresses the specific tasks that the employee must complete as they provide the service. The participant should document their preferences for how activities are completed. For example, if the activity is meal preparation, the specific tasks might be to prepare dinners once each week that can be frozen and reheated in the microwave.

The case manager must assist the participant in ensuring that each section clearly identifies what the employee must do, and how. The case manager should make sure that what the participant needs is explained, and that what the employee is being requested to do aligns with the service definition.
Section 3 - Recruiting and Hiring

➔ Division sets minimum standards, but the participant may identify specific qualifications and training requirements for their employees

➔ Case manager must provide guidance as needed but cannot participate in interviews or hiring employees

➔ Case manager must provide the Employee File Checklist for the participant to complete for each employee

Section 3 address the recruitment and hiring of employees. Although the Division has set minimum standards that participant-directed employees must meet, the participant may choose to require additional qualifications and training for their employees. The participant should include this information in their support plan.

The case manager must assist the participant as they develop this part of the plan, and provide guidance as needed. This may require the case manager to ask questions and encourage the participant to identify what they think is important for someone who provides their services to know. While the case manager can and should assist the participant in developing the Participant Direction Support Plan, the case manager cannot be part of the employee interviews, or make decisions when it comes to hiring an employee.

The participant will be required to complete an Employee File Checklist for each employee they hire. The case manager must ensure that the participant has access to this form, which can be found on the Division website.
Section 4 - Staffing Plan

➔ Participant should identify their employee(s), and when they will work
➔ Case manager must ensure that the schedule aligns with the support needs and specific tasks outlined on the Monthly Budget Calculator
➔ Case manager must ensure that employees are not scheduled to work more than 40 hours in a week

Section 4 of the Support Plan addresses the participant’s staffing plan. The participant should use the information from the Monthly Budget Calculator to develop a weekly schedule for their employees.

The case manager should support the participant in reviewing the Budget Calculator and identifying their daily and weekly needs. As the participant creates their schedule, the case manager must be on the lookout for employees that are scheduled for more than 40 hours, and support the participant in making revisions to their schedule, if necessary.
Section 5 - Spending Plan

➔ Participant should complete the calculations to ensure they don’t exceed the monthly budget allotted for participant-direction

➔ Case manager must review calculations and ensure that the participant doesn’t exceed the monthly budget allotted for participant-direction

Section 5 requires the participant to develop a spending plan. The participant uses the information from their staffing plan to calculate each employee’s wages, including what they will need to figure for employment taxes, so they can ensure they are managing their services within their participant-directed budget.

Case managers must review the calculations to be sure the participant’s budget is not exceeded.


Section 6 - Back-up Plan

➔ Participant should create a back-up plan for temporary disruptions in participant-directed services

➔ Case manager must assist the participant and provide guidance as needed

There may come a time when a participant’s services are disrupted temporarily, such as if an employee is late or doesn’t report to work at all. The participant is required to develop a back-up or contingency plan for these situations in Section 6.

The case manager must assist the participant as they develop this part of the plan, and provide guidance as needed. This guidance could include asking questions and encouraging the participant to think of family members or friends who might be willing to lend a hand in a pinch, or employing an on-call or alternate caregiver.
Section 7 - Emergency Plan

➔ Participant should create a plan to address emergencies such as medical emergencies, pandemics, hospitalizations, fires, power outages, severe weather, and natural disasters.

➔ Case manager must assist the participant and provide guidance as needed.

Emergencies happen, and participants who manage their own employees need to be prepared. Section 7 addresses an emergency plan for situations such as medical emergencies, pandemics, hospitalizations, fires, power outages, severe weather, and other natural disasters. This is an extensive plan, and requires the participant to identify:

- People they can contact for each type of emergency;
- How they will contact their family and employees if there is a power outage or natural disaster; and
- Medications and equipment they will need to take with them if they must evacuate their home.

The case manager must assist the participant as they develop this part of the plan, and provide guidance as needed. The case manager should support the participant in organizing their medical and emergency contact information so the participant can access it easily if necessary. The case manager should also encourage the participant to store extra food, water, and incontinence and personal care supplies so they are prepared in case a severe weather emergency or other natural disaster occurs. Finally case manager needs to remind the participant to discuss this information with their employees when they conduct their employee training.
The case manager coordinates with the FMS Agency (ACES$) and supports the participant in activating their participant-directed budget.

The Financial Management Services (FMS) agency helps the participant meet their employer responsibilities by managing the financial and tax responsibilities associated with being an employer, and making sure the payments are within the participant-directed budget. They do not make decisions about the use of the funds or other employer related activities. These services are funded as an administrative cost by the Division, so the participant does not have to pay for the services out of their budget.
FMS Responsibilities

➔ Verifying employee citizenship status
➔ Conducting payroll activities
➔ Withholding, filing, and paying applicable taxes and insurance
➔ Verifying employee qualifications
➔ Facilitating background investigations
➔ Maintaining separate participant-directed budget accounts
➔ Tracking and reporting how much money has been paid to employees
➔ Providing periodic reports

The FMS agency is responsible for:

- Assisting the participant in verifying employee citizenship status;
- Conducting payroll activities by collecting and processing timesheets, and withholding, filing, and paying any applicable federal, state, and local employment-related taxes and insurance;
- Verifying employee qualifications and maintaining documentation of compliance with other standards that are required in order for the employee to be able to receive payment for providing services;
- Facilitating the criminal history and background investigations and abuse registry screening processes;
- Maintaining a separate account for the participant’s budget, and tracking the balance of that budget;
- Tracking and reporting how much money has been paid to employees; and
- Generating periodic reports and letting the participant know the status of their budget.

Additionally, the FMS agency will help the participant obtain a Tax Identification Number that will be used on all of the participant’s IRS related correspondence.
Remember!

➔ Accurate paperwork
➔ Review reports
➔ Report differences
➔ Service options
➔ Eligible employees
➔ Employee start dates

Case managers play an important role in working with and coordinating FMS activities for the participant. The case manager is responsible for sending a referral to the FMS agency so the participant can sign up as an employer. The case manager must help the participant complete all of the required paperwork, including forms that are necessary for them to file and pay state and federal taxes and insurance and comply with Department of Labor regulations. Case managers should remember to conduct the following activities as they support the participant with the self direction process.

- Participants and employees must complete paperwork accurately in order to avoid delays in starting the participant’s services. Case managers must support the participant in reviewing paperwork for accuracy and ensuring it gets submitted appropriately.
- Case managers should encourage participants to review each report they receive from the FMS agency to make sure they are keeping track of the money they are spending out of their budget.
- Case managers should encourage participants to identify and report differences in their records to the FMS agency.
- Case managers should check in regularly to ensure that participant-direction is still a successful service option that the participant wants to pursue.
- Case Managers should know who can and cannot be employees. A spouse, legal guardian, or EOR cannot be a self-directed employee.
- The participant cannot permit an employee to begin working until a prior authorization (PA) number is in place. Case managers must be in regular contact with the participant to ensure that the employee is authorized before they start work. If the participant allows the employee to work before the PA is issued, they will have
• to find another way to pay the employee for the unauthorized time.
Participants have a responsibility to report incidents, as well as any waste, fraud, or abuse that they identify. Case managers have this same responsibility and should also report any incident or instance of waste, fraud, or abuse of which they are aware.
Reporting Incidents

➔ Participants and case managers must report all incidents
➔ A report may result in a change in services

- Abuse
- Neglect
- Exploitation
- Death
- Restraint/restrictive interventions
- Serious injury/illness
- Serious mental health concerns
- Medication errors

Case managers and participants are obligated to report all incidents. This reporting helps the participant, case manager, and Division reasonably assure the participant’s health and safety. Incidents must be reported through the online portal provided by the Division.

If a participant reports an incident to the case manager, the case manager must follow up with the participant to assure their health and safety. A reported incident may result in a change in services, including a change in employees, an increase in services, or the addition of new services. Case managers be aware of the participant’s needs and preferences, and be ready to make the necessary changes in the service plan.

As a reminder, the following circumstances must be reported as an incident:
- Abuse;
- Neglect;
- Exploitation;
- Death;
- Restraints and restrictive interventions;
- Serious injuries and illnesses;
- Serious behavioral and mental health concerns; and
- Medication errors or adverse reactions to medications.
# Fraud, Waste, and Abuse

<table>
<thead>
<tr>
<th>Fraud</th>
<th>➔ An intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person</th>
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<tbody>
<tr>
<td>Waste</td>
<td>➔ The overutilization of resources and inaccurate payment for services, such as intentional duplicate payments</td>
</tr>
<tr>
<td>Abuse</td>
<td>➔ Any practice that is inconsistent with acceptable fiscal, business, or medical practices that unnecessarily increase costs</td>
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All adults in Wyoming are mandatory reporters, which means that participants have a responsibility to report known or suspected incidents of abuse, neglect, or exploitation to law enforcement and the Wyoming Department of Family Services. In order to report these incidents, participants must know how to recognize them. Case managers must educate participants on these serious situations, and remind the participant of their responsibility to report.

Medicaid Fraud is an intentional deception or misrepresentation made by a person with the knowledge that the deception could result in some unauthorized benefit to himself or some other person.

Waste is an overutilization of resources and inaccurate payment for services, such as intentional duplicate payments.

Abuse is any practice that is inconsistent with acceptable fiscal, business, or medical practices that unnecessarily increases costs.

Of course, case managers are required to report instances of fraud, waste, and abuse not just as a mandatory Wyoming reporter, but as a provider of Medicaid waiver services.
Returning to Agency-Based Services

Participant direction does not work for everyone, and at some point a participant may need to return to agency-based services. The case manager is responsible for supporting the participant through this transition.
Reasons for Termination

➔ Participant choice
➔ Participant cannot find or will not assign an EOR
➔ Proven misuse or abuse of the budget
➔ Intentional submission of fraudulent timesheets or other program documentation
➔ Participant health and welfare are compromised

Participant direction is a voluntary service delivery option, so the participant may choose to withdraw at any time. In some situations, the case manager can discontinue participant direction and add agency services instead. There are several reasons why a case manager may make this decision, including:

- The participant’s inability to find an EOR when they are no longer able to meet the responsibilities of participant direction;
- The participant is not willing to designate an EOR when the need for an EOR has been identified through the assessment process;
- There has been proven misuse or abuse of the participant-directed budget;
- There has been an intentional submission of fraudulent timesheets or other program documentation; or
- The participant’s health or welfare have been compromised as a result of participant-directed services.

If a case manager terminates participant-directed services, they must notify the participant of their right to a fair hearing and explain how the participant can submit a request for a fair hearing.
When Participant Direction is not Working

➔ Participant must notify their employees and FMS
➔ Case manager must update the plan and assist with the participant’s transition back to traditional services

Before a participant withdraws from participant direction, they must notify the FMS agency and their employees. The case manager should support the participant with this process, and be prepared to help with any final paperwork the FMS agency may require. The case manager is responsible for updating the service plan and assuring the participant’s transition back to agency-based services is done in a way that minimizes disruption to the participant’s services.
Additional Training and Resources

➔ Required Participant/EOR Trainings
  ◆ Participant Direction Employer Training

➔ Required Employee Trainings
  ◆ Ageism, Disability, and Cultural Awareness
  ◆ Identifying and Reporting Abuse, Neglect, and Exploitation
  ◆ Roles and Responsibilities in Participant-Directed Care
  ◆ Infection Control, Health and Safety

➔ Resources
  ◆ CCW Participant Direction Employer Manual
  ◆ CCW Case Manager Manual

The Division has developed trainings that participants, their employer of record, and their employees must complete. These trainings are available on the Training page of the HCBS Section website, under the Participant-Directed Trainings toggle. Current participants, EORs, and participant-directed employees will have until June 30, 2021 to complete these required trainings. Participants who are new to participant-direction, as well as their EOR and employees, must complete the trainings before they can begin receiving or providing participant-directed services. In order to demonstrate completion of the trainings, each individual must complete a training summary provided by the Division. The participant is responsible for maintaining this documentation, and is required to make it available to the Division upon request.

Participants are responsible for ensuring that their employees are aware of and complete the required trainings. The case manager should remind participants that their employees must complete these important trainings, which include:
  ● Ageism, Disability, and Cultural Awareness;
  ● Identifying and Reporting Abuse, Neglect, and Exploitation;
  ● Roles and Responsibilities in Participant-Directed Care; and
  ● Infection Control, Health and Safety.

Finally, remember that the CCW Case Manager and CCW Participant Direction Employer Manuals have good information that will help the case manager and participant navigate participant-directed services.
Things to Remember

1. The participant is the employer, and has specific rights and responsibilities related to that role.
2. A participant may need to designate an employer of record.
3. Case managers must support the participant in developing the Participant-Directed Service Plan.
4. Case managers calculate the participant-directed budget.
5. Case managers and participants are responsible for reporting incidents and situations of fraud, waste, and abuse.
6. Participants can be terminated from participant-directed services.

As we end this training, we’d like to review some of the key items that case managers need to remember:

1. It is the case manager’s responsibility to offer participants the option to direct their Personal Support Services through participant direction. Case managers must be able to explain what participant direction is, how it works, and the participant’s rights and responsibilities if they choose to direct their services. Case managers are responsible for distributing the employer manual and answering any questions related to participant-directed service delivery.
2. The case manager must conduct a participant-directed assessment in order to identify if the participant is able to direct their own services or if they will need to designate an EOR to continue with participant-directed service delivery. Remember, participants can choose to designate an EOR even if the assessment indicates that they are capable of assuming the role of employer.
3. Participants must create a Participant-Directed Service Plan and prepare for the responsibilities of being an employer. The case manager must provide the participant with the necessary template form, and support the participant as they develop their plan. Remember, case managers should not make decisions or act on behalf of the participant for any employment-related responsibilities.
4. The case manager must work with the participant to identify their areas of need, when they will need the support, and how much support will be required. The case manager must use the Monthly Budget Calculator to document time needed for each activity and calculate the participant-directed budget.
5. The case manager must educate the participant on the consequences of committing
1. Fraud or misusing their participant-directed budget. Case managers and participants are obligated to report all incidents, as well as the identification of fraud, waste, and abuse. Reporting helps reasonably assure the participant’s health and safety.

2. Participants can be terminated from participant-directed services for several reasons. A participant can choose to return to agency-based services, or the participant-directed services can be terminated if health and safety cannot be assured, or if there is abuse or fraudulent activity.
Thank you for participating in the training on case manager expectations related to participant-directed services for the Community Choices Waiver. If you have questions related to the information in this training, please contact your Division representative. Contact information can be found by clicking on the link provided in the slide.