MY CHOICES

PARTICIPANT DIRECTION OPTION (PDO)

YOUR GUIDELINES AS A PARTICIPANT

UNITED HEALTHCARE COMMUNITY & STATE

FEBRUARY 1, 2025

THESE GUIDELINES BELONG TO_____

(YOUR NAME)

PDO GUIDELINES

YOUR GUIDELINES AS A PARTICIPANT

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PDO

Your Managed Care Plan will offer you the Participant Direction Option (PDO). The PDO is available to you if you have at least one of the following services on your care plan:

- Adult companion care
- Attendant nursing care
- Homemaker services
- Intermittent and skilled nursing
- Personal care

The PDO allows you to self-direct your services. This means you get to choose who will provide your services and how and when your services are provided. You are responsible for hiring, training, and supervising your direct service workers.

Terms You Need to Know

Direct Service Worker – An employee that you hire to provide your PDO services. Your direct service worker may be any person you choose including a neighbor, family member, or friend.

Electronic Visit Verification (EVV) - A system that allows your direct service worker to electronically enter and track when they are providing services to you. This system is mandated by the Federal government. <Plan can include EVV vendor or app information>

Emergency Back-up Plan – Your Emergency Back-up Plan tells you how you will get your services in case your direct service worker does not show up.

Employer – You are the employer. This means you hire, train, schedule, and supervise your direct service workers. This also means you make sure your direct service workers use the electronic visit verification (EVV) system and submit their timesheets to you by the date it is due based on the payroll schedule.

Consumer Direct Care Network (CDCN) – This is the agency that will take care of all taxes and pay your direct service workers.

Participant – A participant is **YOU!** A participant is someone who lives in his or her own home or family home and chooses to participate in the PDO. YOU are also considered to be an employer since you will hire your direct service worker(s).

Participant Agreement – This is an agreement between you and your Managed Care Plan. It explains the responsibilities for you and your Managed Care Plan.

Participant Direction Option (PDO) – This option is offered by your Managed Care Plan. You choose who will provide your authorized services and how and when your services are provided. You are responsible for hiring, training, and supervising your direct service workers.

Participant/Direct Service Worker Agreement – This agreement explains your responsibilities and the responsibilities of CDCN and your direct service worker. This agreement also includes your direct service worker's duties, work schedule, and rate of pay.

PDO Services – These are the services you may choose to self-direct. You must have at least one of these services on your care plan in order to participate in the PDO: adult companion care, attendant nursing care, homemaker services, intermittent and skilled nursing, or personal care services.

Representative – You may choose a representative to act on your behalf and manage your employer responsibilities. A representative should be someone you trust such as a trusted neighbor, family member, or close friend. A representative cannot be paid for or be a Direct Service Worker of your PDO services.

Timesheet – A paper document that includes your name, your direct service worker's name, the hours the direct service worker worked each day, and service that was provided. Each timesheet must be signed by you and your direct service worker. Paper timesheets are only to be used as an exception to submitting hours worked through the electronic visit verification (EVV) application.

Whom do I contact when I have questions?

If you have any questions about the PDO, you may contact:

- Your case manager

  Case Manager Name: _____

  Case Manager Phone Number: _____

- F/EA Consumer Direct Care Network Florida

  F/EA Phone Number 954-368-2069 * 1-877-270-9580

  F/EA Hours of operation 8 am to 5 pm Monday-Friday

PDO Services

When hiring a direct service worker, you should provide him or her with a list of duties. Below is a listing of all the PDO services and duties:

- **Adult Companion Care** — Adult companions help you with tasks such as meal preparation, laundry, and shopping. They can also provide light housekeeping such as vacuuming, dusting, and sweeping. In addition to helping you with tasks in your home, adult companions can go with you to places that you enjoy such as parks, museums, and restaurants.

- **Attendant Nursing Care** — Attendant care is provided by a licensed nurse for longer periods during the day (usually more than two hours per day). The nurse helps you with medical needs that take a longer time.

- **Homemaker Services** — Homemakers provide housekeeping services such as meal preparation, vacuuming, and laundry. They also may provide chore services such as cleaning bathrooms, lawn care, and pest control.

- **Intermittent and Skilled Nursing** — Intermittent and skilled nursing is care provided by a licensed nurse during brief times of the day (usually no more than two hours). The nurse helps you with your medical needs, like giving injections or wound care. These tasks usually can be done in a shorter amount of time.

- **Personal Care** — Personal care workers help you with daily tasks such as eating, taking a bath, getting dressed, and using the bathroom. They can help you with preparing meals. Personal care workers can also make your bed, dust, and vacuum.

PDO Responsibilities

Your Responsibilities

You are responsible for:

- Contacting your case manager if you have questions or need help;
- Letting your case manager know if you wish to choose a representative;
- Interviewing and hiring your direct service workers;
- Completing all required paperwork and submitting it in a timely manner;
- Creating an Emergency Back-up Plan with your case manager;
- Training your direct service worker on how you would like your services performed
- Supervising your direct service worker;
- Treating your direct service worker with respect. This means respecting their beliefs, culture, religion, and privacy;
- As the employer, you are required to review and approve your direct service worker's time entries to make sure your direct service worker gets paid as agreed in your Participant/Direct Service Worker Agreement;
- Ensuring that your direct service worker is using the Electronic Visit Verification (EVV) technology to clock in and out with the location turned on when they are providing services to you;
- Telling your direct service worker if there is a problem that needs to be corrected and working with them to resolve the issue;
- Making sure that your direct service worker does not work more hours than approved on your Participant/Direct Service Worker Agreement. If you feel that you need more services than what you are approved to receive, contact your case manager; and
- Contacting your case manager if you no longer wish to participate in the PDO.

Case Manager Responsibilities

Your case manager is responsible for:

- Completing required assessments to identify the amount of services you need;
- Helping you understand the PDO;
- Informing you of your responsibilities;
- Training you on your responsibilities;
- Telling you about direct service worker requirements;
- Helping you to find resources in your community;
- Helping you when you need it; and
- Helping you with creating an Emergency Back-up Plan.

Consumer Direct Care Network (CDCN) Responsibilities

CDCN helps you take care of many of your employer responsibilities, including:

- Sending you required paperwork.
- Helping you to complete your required paperwork.
- Paying your direct service workers.
- Training you and your direct service worker on electronic verification visit requirements and how to meet them.
- Making sure that your direct service worker is not paid for providing more hours than approved on your Participant/Direct Service Worker Agreement.
- Filing and paying all state and federal taxes for you and your direct service workers.
- Contacting you and your case manager if you are not using the services as approved in your care plan.

- Giving you a toll-free customer service number to call if you have any questions about the PDO.

Finding and Hiring a Direct Service Worker

Deciding What Is Important To You

You must decide what is important for you in order to tell your direct service worker what your needs are. You should think about what qualities you are looking for in a direct service worker.

Examples of qualities that might be important to you:

- Patience
- Honesty
- Good communication skills
- Able to be on time
- Responsible
- Respectful
- Neatness
- Sense of humor
- Positive attitude

Job Description

You will need to write a job description in order to complete the Participant/Direct Service Worker Agreement. A job description makes supervising easy because the job duties are written down for you and your direct service worker. Important things you need to include in the job description are:

1. **Service Title** – The service title is the PDO service that will be provided. The PDO services are:
    - Adult companion care.
    - Attendant nursing care.
    - Homemaker.
    - Intermittent and skilled nursing.
    - Personal care.

2. **Job Summary** – The job summary should tell give your direct service worker information about your needs, your physical limitations, and the duties of the job.

3. **Job Qualifications** – The job qualifications should tell your direct service worker what qualifications are required for the job.

Direct Service Worker Qualifications

Direct service workers providing attendant nursing care or intermittent and skilled nursing services must be either a:

- Registered nurse
- Licensed practical nurse

Direct service workers must be at least 18 years old.

You should hire direct service workers who are trained in infection control and HIPAA privacy standards, and who are certified in CPR and First Aid.

- **Infection Control (or Universal Precautions)**: This training teaches how to help keep a clean environment to prevent the spread of germs which cause infections.

- **Health Insurance Portability and Accountability Act (HIPAA)**: This training teaches how to keep your personal medical information private and secure.

- **Cardio-pulmonary Resuscitation (CPR)**: This training teaches what do if someone suddenly stops breathing.

- **First Aid**: This training teaches what to do when accidents or emergencies happen. For example: When someone is choking, bleeding, gets burned, or has a seizure.

How Much Will My Direct Service Worker Be Paid?

Your direct service worker will be paid an hourly rate based on which PDO service is provided.

{INSERT PDO pay rates by service}

Your direct service worker can choose to have his or her paycheck directly deposited into a bank account or have his or her paycheck deposited onto a pre-paid card. You will be given packets with information about direct deposit and pre-paid cards.

Advertising

If you do not have someone already in mind for the job, you might want to advertise or get the word out. Below are some suggestions for places to advertise:

• Friends and neighbors • Churches • Local newspapers • Local hospitals or nursing homes • Local medical clinics • Your doctor's office	• Employment agencies • Library and community bulletin boards • Organizations for people with disabilities • Local colleges

The first step in advertising is to write an ad. It is best to make the ad brief. Give just enough information to catch the eye of an interested person. Include your telephone number or email address, but **not your address**.

What to Do When Someone Calls or Emails about the Job

When someone calls or emails you, it is best you give a little information about the job and ask a few questions before setting up an interview. Be sure and take notes when they are answering your questions. Tell the person a little bit about the job. Tell them the job duties, the times and days you need them to work, and the amount of money they will be paid per hour. Explain the job requirements. For example, tell them if you would like them to have a CPR certification. Here are some examples of questions that you might want to ask:

- What is your name?
- Have you ever done this type of work before? If so, where?
- Tell me a little about yourself.
- Do you have transportation?
- Can you lift someone or something over _____ pounds?
- Do you smoke?
- If you have pets, you might ask if someone is comfortable around animals.
- Are you willing to have a background screening?

- Have you been trained in universal precautions? HIPAA? CPR? First aid?

You may want to go ahead and set a time to meet with the person if they sound like they may be right for the job. You should meet the person at a public place or have someone at home with you when you meet.

Interviewing

The following tips might help you as you are doing interviews:

- Write down the questions that you want to ask.
- Have a pen and paper to take notes as you do the interview.
- Discuss the job in detail. Be specific about your needs.
- At the end of the interview, thank the person for coming and ask if they have any questions.
- Let the person know when you will be making a choice about whom you will hire. For example, “I plan to let you know my choice by the end of the week.”

Examples of questions you can ask during the interview:

- What are your strengths?
- What are your weaknesses?
- What interests you about this job?
- Think about your previous jobs. What was the best part of the job? What was the worst part of the job?
- Why did you leave your last job?
- Tell me about a mistake that you made on a previous job. How did you fix it?
- Can you provide me a list of personal and professional references so that I can call them?

There are questions that you **cannot** ask because it is against federal law. Some examples of questions that you **cannot** ask because it is against federal law are:

- Are you a U.S. citizen?
- Where were you born?
- How old are you?
- When did you graduate from high school?
- What clubs or social organizations do you belong to?
- Are you married?
- How tall are you?
- Do you have any disabilities?
- Have you ever been arrested?
- If you have been in the military, were you honorably discharged?

Checking References

Checking references means that you are calling people to ask questions about the person you interviewed. These references can be family members, friends, or previous employers of the person you interviewed.

When you call the reference, introduce yourself and tell them that you are thinking about hiring the person that you interviewed. You might want to ask them the following questions:

- How long have you known the person?
- Is the person responsible?
- Is the person honest?
- Did the person show up to work on time?
- What are the person's strengths?
- What are the person's weaknesses?
- Would you recommend me hiring this person?

- Would you hire this person?

Background Screening

All direct service workers and representatives are required to have a background screening. The purpose of background screening is to protect you. A background screening involves giving copies of fingerprints and other information to a background screening agency. The agency will then run the fingerprints and other information through a computer system. The computer system will check for criminal history through the Florida Department of Law Enforcement and the Federal Bureau of Investigation. The purpose of a background screening is to make sure that the direct service worker or representative has not committed certain crimes. You will receive a packet of information that tells your direct service workers and representative (if you have one) where to go to complete the background screening and what crimes for which the background screening agency will be checking.

Your Managed Care Plan will pay for the cost of background screening for up to one representative per year and one direct service worker for each PDO service per year. Representatives and direct service workers must have a background screening every five years.

I Have Chosen a Direct Service Worker. When can they start working?

You and your direct service worker must first complete all the required paperwork before your direct service worker can start working for you. Your case manager will let you know when your direct service worker is approved to start working for you. Your direct service workers will not be able to start working or be paid for providing your PDO services until after they have cleared their background screening, completed all paperwork, and the service authorizations are entered for you. Once complete, the EVV system is ready for your direct service workers to clock in and out on their first day of work. If you have any questions about the steps that need to happen before your direct service worker can begin work and be paid, your case manager can help.

Employer Responsibilities

Timesheets and Electronic Visit Verification (EVV)

You will receive instruction on how to approve your direct service worker time entries using the EVV system. When your direct service worker clocks in/clocks out and submits their time entries for your approval, you must review the time entries and confirm that the hours shown are the hours worked.

Instruction for the use of the EVV system may be found in both the Employer Information Packet and the Direct Service Worker Information Packet.

Using EVV is a federal requirement for workers who help you around your home and community. Federal law requires that you and your workers receive training on how to use the EVV system. Direct service workers will receive training on how to clock in and clock out using EVV and you as the employer will receive training on how to approve time entries.

Training Your Direct Service Worker

As an employer, you should:

- Explain your daily activities in detail to your direct service worker.
- Compliment your direct service worker for doing a good job.
- Be patient if the direct service worker makes a mistake.
- Give suggestions to your direct service worker for improvement.
- Check to see that your direct service worker has access to the EVV system and knows how to use it.

Your direct service worker has a right to refuse to provide services to you that are not listed on your Participant/Direct Service Worker Agreement. No services outside of what is approved on your care plan may be performed for payment.

Issues with Your Direct Service Worker

If you are having issues with your direct service worker, you should contact your case manager. Your case manager can help you to determine if you should let your direct service worker go. If you decide to let your direct service worker go, you must first contact your case manager to let them know. Your case manager can help you with this process as much as you would like. Once you let your direct service worker go, you must follow your Emergency Back-up Plan until you hire a new direct service worker.

Emergency Back-Up Plan

You must prepare for emergencies and develop an Emergency Back-up Plan. Your case manager will help you to create your Emergency Back-up Plan. An Emergency Back-up Plan is needed in case your direct service worker is not able to come to work or stops working for you. Your Emergency Back-up Plan identifies the providers who are willing to help you when you need them. Your Emergency Back-up Plan can identify natural supports, other direct service workers, or providers within your Managed Care Plan's network. Your case manager will tell you which providers are available. Your Emergency Back-up Plan must be updated at least once a year when your care plan is updated.

PDO Satisfaction Surveys

The Florida Agency for Health Care Administration (AHCA) will conduct a PDO satisfaction survey each year. The survey will ask you questions about your experience with the PDO. Your name, personal information, and other information that you include on the survey will be kept private. The AHCA will use the information you give about your experience with the PDO to make the program better.

Stopping Participation in the PDO

You or your Managed Care Plan may stop your participation in the PDO for any of the following reasons:

- You tell your case manager you want to stop participating.
- Your health or safety is at risk.
- You are unable to manage your direct service workers.
- You are admitted into a facility such as a nursing home, group home, assisted living facility, etc.
- You move out of the state of Florida.
- You lose Medicaid eligibility.
- You lose Long-Term Care Waiver eligibility.
- You refuse to choose a representative, if one is required.

You approve time entries that did not occur or your direct service worker refuses to use the EVV system. The PDO is a service delivery option. If your participation in the PDO stops, your Managed Care Plan along with your case manager will make sure you continue to receive the services on your care plan.

Fraud, Abuse, Neglect, and Exploitation

If you believe or suspect that you are a victim of fraud, abuse, neglect, or exploitation, you should report it immediately. Call your case manager or the Florida Abuse Hotline (toll free) at

1-800-96 ABUSE (1-800-962-2873).

Fraud – Fraud is when someone tries to trick, steal, or cheat you. Examples of fraud: sending in incorrect timesheets, lying about hours worked, stealing, or identity theft.

Abuse – Abuse is when someone physically or mentally hurts you on purpose. Examples of abuse: being held down in one place, being touched in places where you don't want to be touched, being hit, or name calling.

Neglect – Neglect is when someone does not care for you. Examples of neglect: not getting enough shelter, not getting personal care, not getting things you need such as eyeglasses, or not getting enough clothes.

Exploitation – Exploitation is when someone uses something that is not theirs. Examples of exploitation are: forcing someone to sign over personal property such as a home, taking someone's money, asking for additional money, or forcing someone to give personal financial information such as bank account numbers.