



ROLES AND RESPONSIBILITIES UNDER SELF-DIRECTED ATTENDANT

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Within SDAC there are three individuals who are critical to the effective implementation of the member's individualized service plan. These include the member, case manager, and the Attendant Care Worker (ACW). Each of these individuals has tasks and responsibilities which must be met in order for the plan to be successful.

A. MEMBER ROLES AND RESPONSIBILITIES

Members have the right to make decisions about how to best have their needs met, including who will provide their services and when they will be provided. SDAC allows members to make decisions about the services the ACW will provide and how to receive them.

Within the SDAC service the member has two roles, that of employer and that of self-advocate.

1. Member Responsibilities as Employer:

As the employer of the ACW, the member has responsibilities including, but not limited to:

- a. Recruiting, interviewing, and hiring the ACW(s)
- b. Training the ACW(s) in the manner in which duties will be performed and/or requesting assistance and authorization if additional assistance is required
- c. Directing the care received from the ACW(s)
- d. Preparing a description of duties for ACW(s)
- e. Scheduling the ACW(s)
- f. Monitoring the ACW(s) hours to ensure that hours do not exceed those authorized by the case manager. If more hours are required, the member must contact the case manager in advance and request reconsideration for additional hours.



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- g. Supervising ACW(s), including termination of employment if this becomes necessary
 - h. Ensuring that all required paperwork is accurately completed and sent to the FEA in a timely manner including submission of signed timesheets as requested by the FEA. Failure to accurately represent actual time worked is subject to a Medicaid fraud investigation.
 - i. Reporting any payroll issues to the FEA included when the ACW resigns and/or is terminated.
2. Member Responsibilities as Self-Advocate:

Within SDAC the member is a self-advocate. The member is expected to direct his/her care and work collaboratively with the case manager to ensure that his/her needs are met. In the role of self-advocate, the member has responsibilities including but not limited to:

- a. Participating in the development of the individualized service plan.
- b. Developing a contingency (back-up) plan with assistance from his/her case manager. For more details regarding contingency plans, refer to Chapter 1600, Policy 1620.
- c. Acting on the contingency plan and reporting any gaps in ACW services to the case manager
- d. Monitoring the quality of care provided, including fraud abuse and/or neglect by the ACW, and reporting any problems or concerns to the case manager. Any unresolved dissatisfaction with the ACW should be reported to the case manager. The case manager will assist the member to determine if issues can be resolved or if the preferable alternative is a change in ACW.
- e. Consulting with the case manager when assistance is required due to dissatisfaction/issues related to SDAC and/or the ACW.
- f. Notifying the case manager if services must be changed or if there is a need for additional hours.
- g. Notifying the case manager and physician of any change in health condition.



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- h. Notifying the case manager of admission or discharge to a hospital or other care facility. If member is unable to notify the case manager, it is required that the ACW or another responsible individual should report for the member.

Refer to Chapter 900, Policy 930 for a review of member rights

B. CASE MANAGER ROLES AND RESPONSIBILITIES

- 1. In addition to the Case Manager Standards found in Chapter 1600, the case manager is responsible for:
 - a. Informing and educating members and/or legal guardians about the SDAC option including verifying that members electing SDAC understand their roles and responsibilities. Evidence of such discussion must be included in case notes.
 - b. Referring interested members and/or legal guardians to available resources for further information about and/or facilitating member participation in the Self-Directed Attendant Care (SDAC) service option.
 - c. Facilitating initiation of documentation as required by the FEA.
 - d. Advising the member as needed regarding the hiring and training of the ACW. This includes the need for specialized assessment, education and training by a registered nurse when skilled care is involved.
 - e. Assisting the member to assess his/her training needs and authorizing training based on that assessment as appropriate.
 - f. Documenting in the case notes and recording on the Non-Provision of Services and Gap logs any service gaps that are reported by the member and completing and submitting service gap reports as required by AHCCCS.
 - g. Assisting the member as needed in finding a replacement worker (generally from an agency) to provide services when the member reports that the ACW is unavailable and the member requests assistance. Services need to be provided within the timelines specified by the member's Member Service Preference Level. See Chapter 1600 for detailed information about these Preference Levels and the timelines associated with each.



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- h. Facilitating any needed transition from the SDAC option to traditional service delivery system or transition back to SDAC when requested and appropriate.
- i. Providing the member with a written notice of action that explains the member's right to file an appeal if the member disagrees with the authorization of SDAC services (including the amount/frequency of a service Refer to Arizona Administrative Code, Title 9, Chapter 34 (9 A.A.C. 34) for additional information).

C. ATTENDANT CARE WORKER ROLES AND RESPONSIBILITIES

The Attendant Care Worker (ACW) is an employee of the member who will provide the attendant care services (outlined in Policy 1310) that the member needs to be able to maintain independence in his/her own home. The ACW is to carry out the duties, as assigned, in the manner directed by the member, as appropriate, and as authorized by the case manager.

The ACW must meet certain pre-employment requirements and has certain rights and responsibilities.

1. ACW Pre-Employment Requirements:

Pre-employment requirements include, but are not limited to, the following:

- a. Demonstrate proof of citizenship or legal residency.
- b. Present two documents that establish identity. At least one of the documents must include a photograph.
- c. Provide all required employment documentation as required by, State, or Federal requirements.
- d. If the worker will be driving the member, he/she must provide proof of current Arizona driver's license and insurance.
- e. If requested by the member, submit to criminal background checks and references.
- f. Demonstrate proof of certification in CPR and First Aid. Please note, CPR and First Aid are required prior to employment and are not reimbursable services.



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- i. Training in First Aid and CPR must be provided or sponsored by a nationally recognized organization (e.g., American Heart Association, American Red Cross, etc.), using an established training curriculum.
 - ii. Training sessions must be held in person, so that the participant may demonstrate learned skills such as mouth to mouth resuscitation and chest compressions. Web-based training without the benefit of on-site return demonstration of skills is not acceptable.
- g. The FEA is responsible for maintaining evidence of a. through f.

2. ACW Responsibilities:

Responsibilities of the ACW include but are not limited to the following:

- a. Treating the member with dignity and respect. This includes respecting personal beliefs, culture, religion, and privacy as well as respect for the member's personal property.
- b. Keeping personal information about the member and/or his/her family confidential.
- c. Communicating effectively with the member. If the member has a preferred communication method or device, this should be respected and utilized.
- d. Providing safe care as instructed by the member. Universal precautions must always be utilized.
- e. Completing mandatory and other training that the member identifies as necessary to meet his/her unique needs.
- f. Documenting completed tasks as outlined in the service plan within the requested timeframes, and as instructed by the member.
- g. Immediately reporting an emergency situation by calling 911. Report urgent situations to the proper authority as indicated.
- h. Reporting any suspected abuse, neglect, or exploitation of a SDAC member to the case manager and proper authorities.



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- i. Communicating with the member's case manager (when the member is unable) regarding any change in the member's condition as well as an admission to a health facility as appropriate.
 - j. Completing payroll records accurately and within timelines as instructed by the member and required by the FEA. Failure to accurately represent actual time worked is subject to a Medicaid fraud investigation.
 - k. Providing adequate notice of planned absence or as soon as it is known that the ACW is unable to complete the scheduled assignment. This includes notifying the member in advance if the ACW must be absent for a portion of a scheduled assignment or will be arriving late to a scheduled assignment.
 - l. Providing a two-week notice to the member if she or he will be voluntarily terminating employment.
 - m. Informing the FEA and member of any changes to their demographics (e.g. address, telephone number)
3. Rights of the ACW:

The ACW has certain rights as an employee of the member. These include, but are not limited to, the following:

- a. To be treated with dignity and respect by the member and his/her family and friends. This includes respect for personal beliefs, culture, religion, and privacy.
- b. To have time worked recorded and paid properly.
- c. To refuse to perform tasks that might be adverse to the member's health.
- d. To refuse to perform a task that the ACW believes poses a danger to his/her own health.
- e. To refuse to perform tasks that the ACW believes that he/she have not been adequately trained to perform and which are not included/specified in the service plan.



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