

case study:

Fiscal/Employer Agent Services for Medicaid Waiver Programs in Virginia



THE PPL APPROACH

PCG Public Partnerships, LLC (PPL) implemented a number of steps to streamline project operations, including

- Publishing statewide business rules for all consumers and staff members;
- Transitioning the program to new, more efficient technology platforms;
- Enforcing program requirements based on the five Medicaid waivers;
- Customizing PPL's information technology platforms to the state's unique program requirements;
- Providing a statewide launch of PPL services with on-site consumer information sessions across the state to explain the transition, program requirements, and tax requirements to consumers, their employees, and service facilitators; and
- Creating a statewide advisory group including consumers, attendants, service facilitators, and state staff members.

THE CLIENT

Virginia Department of Medical Assistance (DMAS)
Division of Long Term Care

THE PROJECT

Fiscal/Employer Agent (F/EA) services to Medicaid recipients receiving consumer directed services under various Medicaid waiver programs.

THE CHALLENGE

Virginia's Intellectual Disability (ID) Waiver, Individual and Family Developmental Disabilities Support (DD) Waiver, HIV/Aids Waiver, Elderly Disabled with Participant-Directed Support (EDCD) Waiver, Early and Periodic Screening, and Diagnosis and Treatment (EPSDT), and Children's Mental Health waivers allow for provision of care in the community rather than in an Intermediate Care Facility (ICF/MR) or a nursing facility. VA DMAS, the state's Medicaid Agency, had been operating the program internally for three years, but realized that its operations were inadequate to meet the current program requirements as well as a growing demand. DMAS decided that an experienced F/EA provider could run operations more efficiently.

THE RESULT

- Since inception, enrollment in the program has grown from 1,390 to more than 9,000 participants in four years; enrollment continues to grow at about 100 participants per month.
- About 40% of the EDCD waiver eligibles and 20% of the ID waiver eligibles have chosen to direct their own care, together comprising over 95% of the program.
- In the 2010 survey of program participants, 98% of respondents reported satisfaction with the ability to recruit their own attendant. Some 94% of respondents reported satisfaction with service and 98% would recommend consumer directed services to a family member or friend.