


# Individual and Family Directed Services (IFDS): Agency with Choice model

# Disclaimer

- The information in this presentation pertains only to the counties in Alliance Health's catchment area. This information is specific to Alliance Health and may not apply to other LME/MCOs, providers, stakeholders or individuals outside the Alliance Health catchment area.
- Presentation slides are brief, bulleted points of information. The NC Innovations Waiver, Clinical Coverage Policy 8-P (CCP 8-P), and Alliance Health Individual and Family Directed Services Manual should be referenced for further details.

# Course Agenda

- Types of Self-Direction – IFDS
- Purpose of the IFDS Manal Update
- Updates to the IFDS Manual
- Ending or leaving the IFDS Option



# What are self-directed services?

The NC Innovations Waiver offers participants options for provider-directed and self-directed services**.**

- **Self-directed services are known as Individual and Family Directed Services (IFDS).**
- There are two options for IFDS under the Innovations Waiver:

  a) Employer of Record (EOR)

  b) Agency with Choice (AWC)/Managing Employer

# Self-Directed Innovations Services

- Community Networking
- Community Living and Supports
- Individual Goods and Services*
- Natural Supports Education
- Respite
- Supported Employment
- Supported Living

*Individual Goods and Services must be paired with at least one other self-directed service

# What is the purpose of the IFDS manual?

- Guide for members and families who are thinking about or taking part in self-directed services
- Should be used along with the NC Innovations Waiver and Clinical Coverage Policy 8-P (CCP 8-P)
- Changes have been made to the IFDS Manual to provide the most up to date information possible
- The IFDS Manual can be found on Alliance's website: https://www.alliancehealthplan.org/document-library/72957

# IFDS Manual Updates

# AWC Agreements

- **New Feature:** The AWC Agreements will be signed **yearly** during the annual ISP meeting
- Purpose of this Agreement is to define responsibilities of the Managing Employer and Representative, if applicable
- The Care Manager will update the current self-directing members' agreements during the annual ISP Planning process/review

# Community Navigator Attestation

- **New Feature:** This attestation will be completed by the Community Navigator and sent to Alliance Health upon completion of IFDS training
- The purpose of this attestation is for the Community Navigator to share written support or evidence that the Managing Employer and Representative, if applicable, are ready to self-direct services

# Ending or Leaving the IFDS Option

## Voluntary and Involuntary

# Termination or Withdrawal

Termination or Withdrawal (leaving or ending) from the IFDS option **does not** mean the participant will be taken off the NC Innovations Waiver



# Voluntary Withdrawal (Leaving)

- If the Managing Employer can no longer perform as needed and another Managing Employer or Representative can’t be found quickly, you can leave IFDS services
- You can choose to go back to self-directed services at any time

# Voluntary Withdrawal

How to leave IFDS services:

1) Tell your Care Manager
2) Pick a provider agency to move to
3) Your Care Manager will meet with you to draft an ISP revision
4) Care Manager will tell Community Navigator

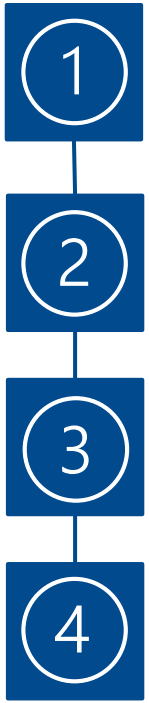
# Involuntary Termination (Ending)

Alliance may remove a participant from IFDS when:

- The participant's health and safety are at risk
- The Managing Employer has made the same major mistake three times in one year.

Every participant should be given the chance to be successful in IFDS. Alliance will offer technical support before terminating IFDS.

# Involuntary Termination




**Initial Report**
CM Reports concern(s) to Alliance

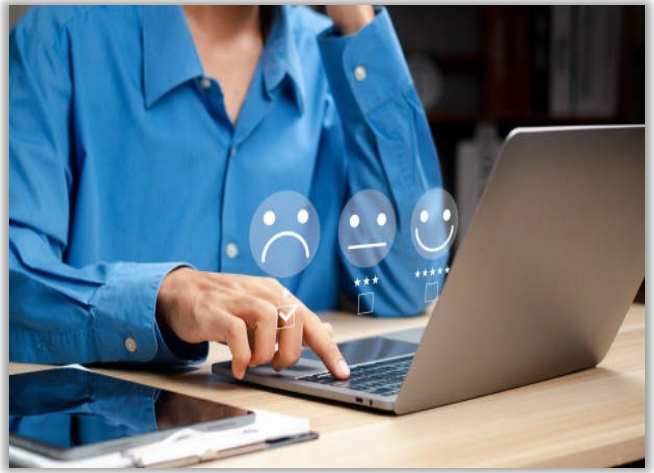
**Investigation**
Alliance looks into the issue and reviews plan of correction and documents; consults with NC Medicaid if needed

**Recommendation**
Alliance makes recommendation if IFDS option should end

**Termination**
Termination will be at end of month unless there is a health or safety threat

# Termination Disagreement

If you do not agree with a decision to terminate, the Managing Employer can file a Reconsideration Request or Grievance



https://www.alliancehealthplan.org/tp-members/grievances-policies-and-processes/

# Thank You!

## Questions?

Email the Waiver Management Team at
LTSCMManagers@alliancehealthplan.org