



STATE OF MARYLAND

DHMH

Maryland Department of Health and Mental Hygiene


*Larry Hogan, Governor - Boyd Rutherford, Lt. Governor - Van Mitchell, Secretary*

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**MARYLAND MEDICAL ASSISTANCE PROGRAM**

July 10, 2015

To: Community First Choice (CFC) and Medical Assistance Personal Care (MAPC)  
Program Participants

From: Mark A. Leeds, Director   
Long Term Services and Supports Administration

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Please see the attached Frequently Asked Questions regarding the change to an agency-only model for the CFC and MAPC programs.

Please call your supports planner for help and more information. If you do not know your supports planner, call Kourtney Jeffers at 410-767-6772.

Your independent personal assistance provider can call Cheryl Gresham for help at 410-767-3549.

CFC and MAPC Participant FAQs  
Agency-only Change 2015

- Q. How do I find an agency provider?
- A. The Department has a list of all agency providers and a list of agencies willing to hire independent providers. You should call and interview agencies to see who best meets your needs. Ask if they will hire your current provider. Talk to them about your life, the supports you need, and any concerns you have. Your supports planner can help you develop a list of questions to ask and get information you need to make the best decision for you.
- A list of providers is available on the DHMH website.  
Go to [mmcp.dhmh.maryland.gov/waiverprograms](http://mmcp.dhmh.maryland.gov/waiverprograms).  
Click on "Community First Choice."  
Then click on "Link to Current County by County Provider Lists."
- Q. How do I keep my provider when I choose an agency?
- A. Talk to your provider and choose an agency together. Your provider must choose to work for the agency you choose in order to stay together. Talk to the agency together to make arrangements before you tell your supports planner which agency you want to use.
- Q. How can I exercise choice with in an agency-only model?
- A. You can still choose who you want in your home. The program requires that agencies accept instruction from you and allow you to have a significant role in the selection and dismissal of the workers in your home. Agencies must listen to you about the delivery of your services and supports. They must follow your person-centered service plan.
- Q. Who will help me find an agency?
- A. Your supports planner will help you. If you do not know your supports planner, please call Kourtney Jeffers at 410-767-6772.
- Q. Does my provider have to be CPR certified? What if I waived it for them?
- A. Yes, your provider has to be CPR certified to work for an agency. Many agencies pay for the training and provide it to their workers. Ask the agency about CPR training when you interview them. For some guidance, use the agency spreadsheet on the DHMH website.
- Q. Does my provider have to get a new background check? What if they just got one?
- A. Yes. Each agency they work for needs to get a background check for their worker. This is so they can get updates if there are ever any changes. Background checks can't be transferred from one agency to another so a recent check will still need to be redone.
- Q. Can my current provider get hired at an agency if they have a criminal history?
- A. Yes, but with some limits. The state requires that the agency complete a background check for all workers. The state does not have a set list of convictions that exclude a person from working at an agency. Each agency decides for itself. Ask agencies about their policy when you call to interview them.
- Q. How much will my provider get paid?
- A. Each agency sets its own pay rate. Use the agency spreadsheet on the DHMH website to see each agency's rate. Ask the agencies about their pay rates when you call to interview them.

CFC and MAPC Participant FAQs  
Agency-only Change 2015

- Q. Do we have to use ISAS? Do providers have to call on the phone each time they come to my house?
- A. Yes. All workers must clock in and out using the In-home Supports Assurance System (ISAS). Every worker must call the ISAS at the beginning and end of each shift.
- Q. Do my providers have to pay their own taxes? Are they employees or contractors?
- A. Each agency determines the employment or contractual status of their workers. Ask agencies about their policy when you call to interview them.
- Q. My supports planner made a referral to the self-direction training program. When will I get training?
- A. The self-direction training was made for independent providers. The Maryland Department of Disabilities (MDOD) can still help you learn about self-direction. Please call Nathan "Brad" Bradley at MDOD at 410-767-3717 for more information.
- Q. How do I know about the quality of an agency before I choose them?
- A. Ask the agency for references and call other providers who work with them to find out if they are happy.
- Q. I have a family member who is my provider. Do they have to work for an agency?
- A. Yes. All providers must work for an agency in order to get paid. There are no exceptions for families or people who live with you.
- Q. My provider lives with me. Do they still have to work for an agency?
- A. Yes. All providers must work for an agency in order to get paid. There are no exceptions for families or people who live with you.
- Q. Are there any exceptions to using an agency if there is an emergency?
- A. No. Only agencies can get paid for services after October 1<sup>st</sup>. You can choose to put several agencies on your plan as back-ups.
- Q. What do I do if I am not happy with my agency?
- A. Contact your supports planner for help. Your supports planner can talk with you and the agency to try to work out any problems. They can also help you choose a new agency.
- Q. Is this temporary?
- A. No. The Department will work to develop new options for self-direction, but they will not be in place soon.
- Q. Can I change now or do I have to wait until October?
- A. You can change now. Participants must choose an agency by September 1<sup>st</sup>. Independent providers will not be paid for services on or after October 1<sup>st</sup>.