



1312 ROLES AND RESPONSIBILITIES UNDER AGENCY WITH CHOICE

EFFECTIVE DATE: 03/01/2013

Within Agency with Choice three individuals/entities are critical to the effective implementation of the member's individualized service plan. These include the member, the provider agency and the case manager. Each of these individuals has roles and responsibilities which must be met in order for the plan to be successful.

MEMBER ROLES AND RESPONSIBILITIES

Under AWC, members have the right to make decisions including who will provide their services, when they will be provided and how they will be provided. The member and the provider agency share employment roles and responsibilities of the DCW (co-employment). Members can opt in and out of the Agency with Choice, member-directed option at any time by notifying the provider agency and their case manager.

A. MEMBER RESPONSIBILITIES AS CO-EMPLOYER:

1. As the co-employer of the DCW, the member must, at a minimum, carry out the following two responsibilities:
 - a. Recruiting and Selecting the DCW (s)
 - i. Identify qualifications, skills and characteristics of a DCW (over and above the minimum AHCCCS and provider agency qualifications) that are necessary to meet their needs
 - ii. Select the DCW from a pool of DCWs already employed by the provider agency or recruit the DCW from the community to become an employee of the provider agency
 - b. Dismissing the DCW(s)
 - i. Identify whether or not they are satisfied with the care provided by the DCW
 - ii. Make the decision to dismiss the worker from providing their care only. The member does not "fire" the DCW as an employee of the provider agency.
2. As the co-employer of the DCW(s), the member may choose to carry out some or all of the following additional responsibilities,
 - a. Training the DCW(s)



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- b. Identify training needs (over and above the minimum required training by AHCCCS or the provider agency) that are necessary to meet their unique needs
- c. Managing the DCW(s)
 - i. Orient the DCW to the manner in which they want the services provided
 - ii. Determine the schedule for the DCW, including the days/times when the specific tasks will be done
 - iii. Review and sign DCW timesheets
- d. Supervising the DCW(s)
 - i. Provide oversight and instruction to the DCW to ensure they are receiving quality care
 - ii. Communicate regularly with the provider agency about the DCW's performance
 - iii. Provide feedback to the DCW regarding their performance
- e. Communicating with the provider agency regarding gaps in services
 - i. Notify the provider agency with there is a potential gap in services
 - ii. Notify the provider agency when a service scheduling change has occurred, in order to prevent the scheduling change from being inappropriately recorded as a gap in services

B. PROVIDER AGENCY ROLES AND RESPONSIBILITIES

- 1. As the legal employer of the DCW, the provider agency must carry out the following responsibilities including,
 - a. Reviewing and completing the co-employment agreement (exhibit 1300-2) with the member, including supporting the member to identify their respective co-employment roles and responsibilities
 - b. Hiring and Firing the DCW(s)
 - i. Ensure the DCW meets the minimum qualifications for AHCCCS, Contractors and/or the provider agency
 - ii. Hire and fire the DCW, including completing and maintaining documentation verifying the DCW is legally eligible to work
 - iii. Support the member to dismiss a DCW and develop a transition plan to ensure there are no interruptions in the provision of care



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- c. Training the DCW(s)
 - i. Provide standardized training to the DCW, including training required by AHCCCS, Contractors and/or the provider agency referenced in Section 1240-A of this Manual
- d. Managing the DCW(s)
 - i. Complete and file all required payroll documentation
 - (a) Payroll taxes, including withholding, deposit, and filing of required documentation.
 - (b) Federal and State required year-end employer filing requirements.
 - ii. Oversee and process DCW timesheets and billing for services
- e. Supervising the DCW(s)
 - i. Conduct regular supervision visitations for all direct care services outlined in Chapter 1240A of this Manual
 - ii. Support the member to use conflict resolution strategies in the event they are unsatisfied with a DCW's performance
- f. Supporting the execution of a back-up plan in the event the member may experiences a gap in services

C. CASE MANAGER ROLES AND RESPONSIBILITIES

- 1. In addition to the Case Manager Standards found in Chapter 1600, the case manager is responsible for the following for members electing AWC:
 - a. Informing and educating members about the AWC option including verifying that members electing the option understand required and optional roles and responsibilities.
 - b. Supporting the member to assess whether or not they desire or need an Individual Representative to assist them in directing their care. The Individual Representative form (exhibit 1300-3) will be used to document the name and relationship of the Individual Representative to the member and their respective roles and responsibilities.
 - c. Supporting the member to recruit and select the DCW(s)
 - i. Present options to the member for recruiting and selecting the DCW
 - (a) Select the DCW from a pool of DCWs already employed by the provider agency



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- (b) Recruit the DCW from the community to become an employee of the provider agency
 - ii. Assist the member in identifying qualifications, skills and characteristics of a DCW that are necessary to meet their needs
 - iii. Assist the member in identifying how many DCW(s) they might need to provide their care
 - iv. Assist the member in identifying and initiating contact with a provider agency
- d. Supporting the member to dismiss DCW(s)
 - i. Assist the member in utilizing conflict resolution strategies with the DCW and the provider agency in the event they are unsatisfied with the DCW's or the provider agency's performance
 - ii. Assist the member to develop a transition plan to ensure there are no interruptions in the provision of care
- e. Supporting the member, as needed, to get training regarding their role as a co-employer
 - i. Assist the member in identifying whether or not they need training to fulfill their roles and responsibilities as co-employer
 - ii. Find a provider to conduct the training and authorize the service
- f. Supporting the member to train DCW(s)
 - i. Assist the member in identifying whether or not additional training is required for the DCW in order to meet member specific needs
 - ii. Ensure the requested training is within the service scope specifications for DCW training outlined in Section 1330 of this chapter
 - iii. Find a provider to conduct the training and authorize the service
- g. Supporting the member to manage DCW(s)
 - i. Ensure care provided is within the scope of services and the service hours authorized and outlined in the individual service assessment
 - ii. Ensure members understand what services need to be provided on a specific basis (e.g. once a day, every morning, etc.) versus services that are more flexible with regard to when they are provided (for example: laundry could be done any day of the week).

- h. Supporting the member to supervise DCW(s)
 - i. Encourage members to communicate directly with the DCW and the provider agency particularly when it pertains to DCW's performance and/or quality of care concerns
 - ii. Follow up with members to inquire about their progress in implementing the option as a co-employer

- i. Supporting the member in understanding how to develop and implement a back-up plan to prevent gaps in service.