

# Beneficiary Eligibility Bulletin

**Distribution:** Health Care Eligibility Policy 04-07

**Issued:** November 23, 2004

**Subject:** Establishment of the Michigan Quality Community Care Council (QCCC)

**Effective:** December 23, 2004

**Programs Affected:** Medicaid

**NOTE:** While the effective date of this policy is December 23, 2004, the policy will not be implemented by the Michigan Quality Community Care Council (QCCC) until the QCCC Board of Directors and the Michigan Department of Community Health (MDCH) have executed a signed transfer agreement. The transfer agreement will describe the respective roles and responsibilities of each party in implementing this policy.

The MDCH and the Tri-County Aging Consortium have entered into an agreement under the Urban Cooperation Act, Public Act 7 of 1967, to create the Michigan Quality Community Care Council (QCCC). The QCCC is an independent governmental agency formed to enhance and expand the provision of personal care services rendered by individual providers, including the creation and maintenance of a registry(ies) of qualified direct care workers. The QCCC will also facilitate and coordinate support services for individual providers of personal care services in order to improve the quality and outcomes of services provided to Home Help beneficiaries.

Every individual personal care provider will be associated with, and eligible for, support from the QCCC. This bulletin introduces and describes the QCCC and its responsibilities.

## Definitions

The following terms are used throughout this bulletin.

**QCCC:** Michigan Quality Community Care Council

**Provider:** Individual provider of personal care services. (This does NOT include agencies that provide Home Help services or their employees.)

**Beneficiary:** The Medicaid beneficiary who is receiving Home Help services.

**Registry:** A listing(s) of individual personal care provider candidates who meet enhanced qualifications to be determined by the QCCC. There may be several registries, organized by region or for specialty needs. Participation in the registry is voluntary.

## Michigan Quality Community Care Council (QCCC)

An underlying principle of the QCCC is the beneficiary's right to decide from whom and how they receive their services, as long as selected individual providers meet the minimum requirements of the Medicaid program. The beneficiary is responsible for managing the individual provider, including the selection of any individual who meets Medicaid requirements, directing the provision of services, and dismissal of that individual provider, if necessary. With implementation of this policy, all individual providers will become associated with the QCCC at the point of their assuming the individual provider responsibilities for the beneficiary who has selected them. A central purpose of the QCCC is to support the individual provider's capacity to successfully provide services to the beneficiary, thereby supporting service outcomes for the beneficiary. The QCCC will also develop methods to

assist beneficiary access to provider candidates via provider candidate registries. Individual providers may choose to be included on the registry. The registry will include only those individuals who apply and are screened and accepted for listing on one or more registries. To be accepted, an individual provider must meet criteria for registry membership (e.g., training, experience, background, references) as established and applied by the QCCC.

Registries are intended to make potential individual home help provider candidates available for final screening by beneficiaries seeking a provider, for accessing provider candidates who may be available to provide emergency or back-up services, and for situations where specialized qualifications are sought by a beneficiary. However, a beneficiary is not required to select a provider from only those candidates on a registry.

The creation of the QCCC does NOT:

- Change the method of obtaining Home Help services.
- Change the Family Independence Agency's (FIA) role and responsibilities in implementing the Home Help program.
- Change the services provided or the number of hours of services received.
- Change the beneficiary's right to select any qualified individual as their home help provider.
- Change the beneficiary's responsibilities for selecting, hiring, directing, or dismissing, if necessary, the provider.
- Change the payment schedule or method of payment.
- Change the enrollment process and payment methodology for Home Help services through the FIA.

The QCCC WILL:

- Provide a support system for beneficiaries and providers.
- Assume the responsibility, under an agreement with the State of Michigan, for the payment process. (NOTE: The payment process itself will not change -- only the agency that has responsibility for it.)
- Create and maintain a registry(ies) of individual home help provider candidates to improve beneficiary access to individual providers.

## Support

The QCCC can support the Adult Services program of the FIA by providing the following activities. The activities often involve FIA workers becoming engaged in problem-solving to assist the beneficiary in procuring and managing his provider so that he may be assured of receiving Home Help Services.

- Offer a registry(ies) of individual providers for beneficiaries who:
  - Are seeking assistance with finding a provider.
  - May require a replacement provider on an emergency basis.
  - Require a provider with apparent capacity to meet specialized needs.
- Provide assistance, within the capabilities of the QCCC, to beneficiaries who use Home Help providers. Assistance may include accessing beneficiary training in employer responsibilities, dealing with personalities and problem situations, and in other employer-related activities.
- Assist beneficiaries by facilitating access to help with employer/employee issues and problem solving.
- Maintain, within the capabilities of the QCCC, a support system for individual providers, assist the provider with ways to access assistance in removing barriers to work (e.g., child care or transportation services, information about benefits the provider may be eligible for), and serve as a resource pool to assist in maintaining employment.

### **Assisting the Beneficiary with Finding a Provider**

The QCCC may assist the beneficiary by providing the following services:

- Establish and maintain a registry(ies) of qualified individual providers as a resource to assist beneficiaries in finding providers.
- Conduct recruitment and retention programs to expand the pool of individual Home Help providers.
- Develop a system that facilitates provision of routine and emergency referrals of qualified individual providers.

### **Assisting the Provider to be Successful in Serving the Beneficiary**

The QCCC may assist the provider by providing the following services:

- Evaluate barriers to employment; disseminate information to individual providers and beneficiaries, with referral to provider supports that enhance retention.
- Facilitate and coordinate mentoring services that support beneficiary-provider relationships.
- Facilitate and coordinate advanced training for individual providers to increase workforce capabilities.

The FIA may use the QCCC as an additional resource for obtaining qualified individual Home Help providers. Individual providers will automatically be considered participants in QCCC when they have been approved by FIA as a Home Help provider for a beneficiary, and have been selected to serve as a home help provider by a beneficiary.

Home Help individual providers will be sent information regarding the QCCC, its purpose, goals, and benefits. The information will contain specific instructions for participation in the QCCC and will identify methods of making contact and acquiring additional information.

### **Contact Information**

Individuals seeking additional information regarding the QCCC may obtain the information at the QCCC website at [www.mqccc.org](http://www.mqccc.org), through e-mail at [info@mqccc.org](mailto:info@mqccc.org), or via telephone contact at 1-800-979-4662.

### **Manual Maintenance**

Retain this bulletin for future reference.

### **Questions**

Any questions regarding this bulletin should be directed to Eligibility Policy, Department of Community Health, P.O. Box 30479, Lansing, Michigan 48909-7979 or e-mail [EligibilityPolicy@michigan.gov](mailto:EligibilityPolicy@michigan.gov). When you submit an e-mail, be sure to include your name, affiliation, and phone number so you may be contacted if necessary. Providers may phone toll free 1-800-292-2550.

Approved



Paul Reinhart, Director  
Medical Services Administration