

# SELF-DIRECTED HOME CARE

*For your state's population*

Your State Agency Role & Guide to Choosing a Financial Management Service (FMS)<sup>2</sup> Provider



*You are committed to developing powerful delivery systems that provide high quality long-term services and supports for your state's most vulnerable residents. We can help you achieve cost efficiencies through our comprehensive capabilities.*

Self-Directed Home Care is a growing trend across the USA. There are now more than 1 million people in over 200 self-directed Medicaid and Veteran-directed programs across the country.<sup>1</sup>



Enrollment in self-directed services has **grown more than 40%** since 2011<sup>1</sup>.









## YOUR ROLE

You need to appoint at least one Financial Management Services (FMS) provider company. Appoint the right one: an FMS that is there for program participants throughout their self-directed journey. An FMS that gives you daily peace of mind and less work for your case managers.



## OUR ROLE

As Medicaid laws in most states can prohibit direct cash payments to individual self-directing program participants or their representatives, states or managed care organizations appoint a Financial Management Services (FMS) provider company to assist.

-  We help participants prepare to be and perform the role of an employer of care/support workers
-  We perform employee background checks
-  We assist them with hiring and paying for chosen workers and service vendors
-  We withhold taxes and garnishments
-  We provide easy-to-use tools to assist their tracking of budgets and approving time worked
-  We stay connected to them to assist and monitor their self-directing journey.

Our focus is on paying their care/support workers and service vendors on time within participants' approved monthly budget. Our commitment to you is providing insight and transparency into every aspect of your programs to help you protect against fraud, abuse and waste.

**We represent you.**

## Who pays?

We are paid a monthly administrative fee by you, the state, (or the Managed Care Organization (MCO) that you appoint to manage your self-directing programs) for each self-directing program participant we assist with FMS.

public partnerships



Your #1 choice for self-directed care™

<sup>1</sup> Forbes Magazine – Aug 13, 2018 – Does Self-Directed Long-Term Home Care Make Sense for You?  
<sup>2</sup> Also called a “Fiscal Intermediary”

# PPL FACTS

at a glance

Your choice has the potential to transform the lives of program participants, their families and friends. A wrong decision here could cause significant hardship, stress and extra work for your overstretched case managers and overstretched state budgets.



## The most experienced FMS for your peace of mind



Over 20 years of advocating for participant choice and independence

#1

Over 20 years building trust and reliability to become #1 FMS choice



Deep understanding of public policies and Medicaid recipient challenges



Subsidiary of Public Consulting Group, a public sector consulting leader – ensuring ongoing investment and stability



## The largest FMS, means local and reliable for you



Serving the most states, participants and providers

900+

Employing over 900 self-directed experts across 19 locations



Double the customer service agents vs. our nearest competitor

200+

Over 200 bilingual customer service team members



Proven ability to mobilize in times of crisis or natural disasters



## Able to manage scale and complexity to keep things simple for you

1st

First choice for both small (<1000) and large (10,000+) programs



Specialists in mass data handling and configuration to each state's/MCO's rules



Only FMS to demonstrate scalability (managing 38,500+ program participants)



Proven in transitioning programs from state-run to MCO appointed, including mid-tax year transitions



## Innovative to maximize efficient use of taxpayer funds



Regular automated registry background checks protect participants, reduce fraud and waste



Custom report capabilities measure quality, compliance and performance



Ongoing investment in technology to accelerate accurate electronic mass data exchange



Electronic Visit Verification (EVV) experts ensuring federal compliance



## Listening and learning to better serve your populations



Consistently out in the communities

200+

Processing over 200 daily post-call surveys

A+

Maintaining our A+ BBB rating through rapid response and 12-hour daily social monitoring

Public Partnerships | PPL is on a mission to transform more lives by making self-directed home care easier for all. To find out more about what PPL can do for your state agency, go to:

[www.publicpartnerships.com](http://www.publicpartnerships.com)