



STATE OF MARYLAND

DHMH


Maryland Department of Health and Mental Hygiene

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

MARYLAND MEDICAL ASSISTANCE PROGRAM

July 10, 2015

To: Community First Choice (CFC) and Medical Assistance Personal Care (MAPC)
Independent Personal Assistance Providers

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

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

As a reminder, the programs will change to an agency-only model October 1, 2015. You must work for an agency provider in order to be paid for services.

Please call Cheryl Gresham with questions or for help at 410-767-3549.
Cheryl.gresham@maryland.gov

CFC and MAPC Independent Provider FAQs
Agency-only Change 2015

- Q. How do I find an agency who will hire me?
- A. The Department has a list of agency providers willing to hire independent providers. Call agencies and ask questions before signing an agreement. Talk to those you serve to make sure you choose the same agency.
A list of providers is available on the DHMH website.
Go to 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 clients when I go to an agency?
- A. Talk to your client and choose an agency together. Your client must choose the agency you work for, too. Talk to the agency together to make arrangements before you sign an agreement.
- Q. Do I have to get CPR certified? What if it was waived for me before?
- A. Yes, you have to have a current CPR certification to work for an agency. Many agencies pay for the training and provide it to their workers. Ask the agency about CPR when you interview them.
- Q. Do I have to get a new background check? What if I just got one?
- A. Yes. Each agency you work for needs to get a background check for you. This is so they can get updates if there are ever any changes. Background checks can't be transferred. A recent check will still need to be redone by any new agency you work for.
- Q. Can I get hired at an agency if I 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 I get paid by an agency? Will I lose pay?
- 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. Make sure the rate is on your contract or paperwork with the agency.
- Q. Do I have to use ISAS?
- 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 I have to pay my own taxes? Will I be an employee or contractor?
- A. Each agency determines the employment or contractual status of their workers. Ask agencies about their policy when you call to interview them.
- 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 only work for a family member. Do I have to work for an agency?

CFC and MAPC Independent Provider FAQs
Agency-only Change 2015

- 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 those they serve.
- Q. I live with the people I serve. Do I 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 those they serve.
- 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 1st.
- 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 1st. Independent providers will not be paid for service on or after October 1st.
- Q. Can I still give medications?
- A. The rules about medication administration have not changed. Let the agency know that you are giving medications during the interview process and verify that it still works for your situation. You may be required to take a class or become a certified medication technician. Talk to your agency to be sure.
- Q. What do I do if I am not happy with my agency?
- A. You can choose to work for a different agency. Be sure to talk with those you serve to see if they want to change agencies, too. To continue serving the same people, your clients will need your new agency on their plan of service. Your clients don't have to change agencies with you, so talk to them ahead of time.

You can contact the Department of Labor, Licensing, and Regulation to report concerns about the agency your work for. Labor laws and rules can be found on their website or by contacting the unit listed below.

<http://www.dllr.state.md.us/workplace/>
Worker Classification Protection Unit
Division of Labor and Industry
1100 North Eutaw Street, Room 607
Baltimore, Maryland 21201
Telephone: 410-767-9885
dldliwcpu-dllr@maryland.gov

- Q. If I am a union member, are there agencies that are recommended by the union?
- A. Yes, there are agencies recommended by the union, AFSCME. You can contact the union directly at 301-312-0462 or mdlocal406@aol.com. Or call the AFSCME office at 1-800-727-3332.