

SELF-DIRECTED HOME CARE

For your Managed Care Organization's members

Your role and guide to choosing a Financial Management Service (FMS) provider



▶ OVERVIEW

You are committed to offering long-term care choices to your members and measuring outcomes for your state partners. Our comprehensive capabilities help you deliver both.

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.¹



Enrollment in self-directed services has **grown more than 40%** since 2011.¹



YOUR ROLE

You, perhaps with your state partner, need to appoint at least one Financial Management Services (FMS)² 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 workers and service vendors on time within their 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 for each self-directing program participant we assist with FMS.

public partnerships



Your #1 choice for self-directed care™

¹ Wasik, John F. "Does Self-Directed Long-Term Home Care Make Sense for You?" Forbes, August 13, 2018.

² 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.



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 programs with 38,500+ participants)



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



Innovative to constantly deliver cost efficiencies and improved member outcomes



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 member



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 organization, go to:

www.publicpartnerships.com