

COVID- 19 Emergency Changes for Consumer-Direction related to parents of minors and spouses being paid temporary as attendants

FAQ's

Q1. Is a parent of a minor child or a spouse of the consumer allowed to be a paid attendant?

A. Yes, during the COVID-19 pandemic, these relationships are allowed.

Q2. Will parents and spouses still be required to submit the CBC (Criminal Background Check) & DSS (Department of Social Services) background checks?

- A. Yes, parents will be required to submit a DSS criminal background check for children under the age of 18.
- B. Spouses will be required to submit a only a criminal background check.

Q3. Can I be a paid caregiver while collecting unemployment?

A. You will need to reach out to VEC (Virginia Employment Commission). For more info, log into (<https://www.vec.virginia.gov/>).

Q4. What if an attendant is unable to find a notary to get both the CBC & DSS forms notarized?

A. There may be mobile notaries available (<https://www.mobilenotary.com/>), as well as banks, UPS (United Parcel Service), the postal service (please inquire at your local post office), and your local health department. (Please call each resource first, prior to traveling to the location).

Q5. Can the EOR (Employer of Record) be a paid attendant?

A. An EOR cannot be a paid attendant: therefore, the EOR must be changed before they switch their role to an attendant. To change an EOR, the Service Facilitator should be notified to request the change.

Q6. Is there a faster way to enroll as a paid attendant or a new EOR?

A. Yes, Online Enrollment is available. The EOR has access to this when they log into the PPL portal.

Q7. Is this process of paying parents of minor children and spouses of the consumer retroactive?

- A. No, the effective date of this process is **04/20/2020**. No dates worked prior to this date will be paid.

Q8. Once the pandemic is over, can parent/spouse continue to be the paid attendant?

- A. No. Parents and spouses are temporary workers and will not receive pay once this pandemic is over. These temporary workers will be disassociated once the pandemic is over.

Q9. Am I able to receive payment prior to PPL receiving my CBC & DSS forms?

- A. The policy has not changed for background checks. An attendant can work and be paid for up to 30 days while awaiting results. Payment will not be processed until all forms are received by PPL.
- B. If the results of the background checks are not received within 30 days, effective day 31, the parent or spouse will stop receiving payment for personal care hours worked until the background checks are received by PPL.

Q10. Can I submit my time by faxing in my timesheets?

- A. No, all time must be submitted electronically via the Time4Care app, IVR system, or PPL Better online portal.
- B. All time should be submitted within 14 days of the date worked.

Q11. Am I able to get paid more than 40 hours a week?

- A. Yes, an approved Live in Exemption form is required to be able to work more than 40 hours. The member's Plan of Care should be followed.

Q12. Can PPL send a letter stating attendant is essential personnel?

- A. No. Log into <https://www.virginia.gov/coronavirus/faq/> for additional information.

Q13. Am I required to use Electronic Visit Verification (EVV) to submit worked shifts?

- A. No, EVV is not required for parents of minor children and spouses during this time but it is the preferred method of use. This can be done by downloading the Time4Care app to a smart phone or GPS enabled tablet or signing up for the IVR (landline phone) option. IVR sign-up is done by calling PPL's customer Service at 833-549-5672.

- B. Attendants can also submit worked shifts to the online web portal at <https://fms.publicpartnerships.com/PPLPortal/login.aspx>. For further information on this process, please visit <http://publicpartnerships.com/programs/virginia/index.html>.

Q14. What services can parents and spouses provide?

- A. Only personal care services will be reimbursed; respite care is **not** available to parents and spouses providing care during the pandemic.
- B. Attendants providing services **prior** to the pandemic can continue to utilize respite hours – **if** hours remain on the existing authorization – during the pandemic.