

CMS definition: Information and Assistance (I&A) in Support of Participant Direction are made available to participants to help them manage their waiver services. It is defined as:

A Service/function that assists the participants (or the participant's family or representative, as appropriate) in arranging for, directing, and managing services. Serving as the agent of the participant or family, the service is available to assist in identifying immediate and long-term needs, developing options to meet those needs, and accessing identified supports and services. Practical skills training is offered to enable families and participants or independently direct and manage waiver services. Examples of skills training include providing information on effective communication and problem-solving. The service/function includes providing information to ensure that participants understand the responsibilities involved with directing their services. The extent of the assistance furnished to the participant or family is specified in the service plan. This service does not duplicate other waiver services, including case management (CMS 1915 (c) v. 3.5

I & A services may provide assistance to the self-directed individual or individual's representative with:

Defining goals, needs and resources, identifying and accessing services, supports and resources as they pertain to self-directed activities;

Practical self-direction management skills training (e.g., hiring, managing and terminating workers, problem solving, conflict resolution);

Organizing worker schedules

Recognizing and reporting critical events (e.g. fraudulent activities; abuse and etc.); and

Other areas related to managing services and supports.

I&A services may provide information to the self-directing individual or individual's representative about:

Individual centered planning;

The range and scope of individual choices and options;

Grievance and appeals processes;

Risks and responsibilities of self-direction;

Individual rights;

Importance of ensuring Direct Support Worker's health and safety during the course of their duties to reduce potential injuries and worker's compensation insurance claims. This may include participation in training as directed by the self-directing individual.

Reassessment and review schedules;

The importance of keeping the FMS provider and TCM informed as to current contact information and planned absences, and,

Such other subjects pertinent to the participant and/or family in managing and directing services and living independently and safely in the community in the most integrated setting.

*I&A supports may include activities that nominally overlap with case management services but does not constitute duplication of services.