North Carolina Medicaid

Direct Care Worker & Support Staff One-Time Bonus

January 20, 2022

One-Time Bonus Agenda

1. Overview & Purpose
2. Eligibility Requirements
3. Appeals Process
4. Bonus Payout
5. Eligibility Portal

One-Time Bonus Overview & Purpose

Overview:

- The Current Operations Appropriations Act of 2021 (S.L. 2021-180) approved a Medicaid budget provision for one-time bonuses up to $2,000 for eligible direct care workers and support staff.

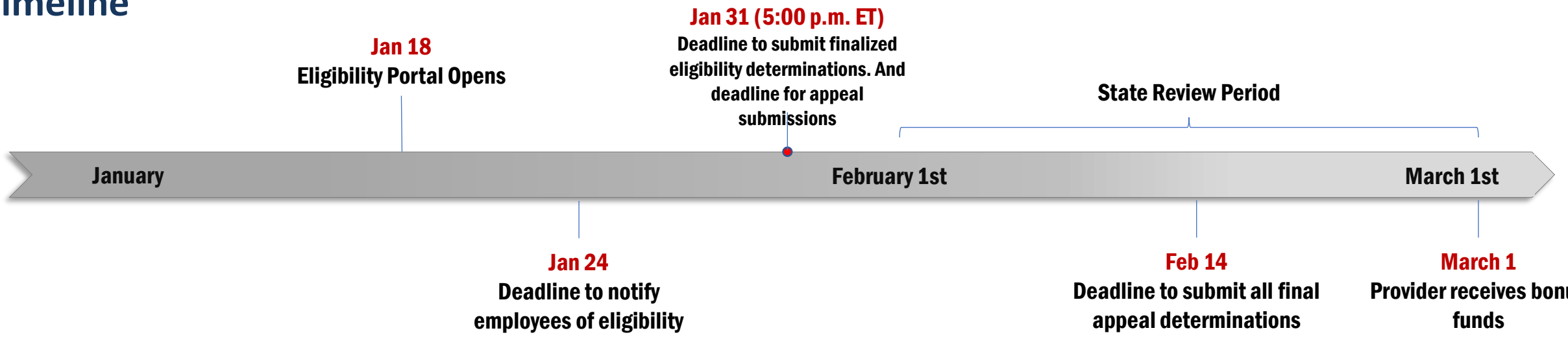
- NC Medicaid has designed a process to meet the requirements set forth by S.L. 2021-180. For eligible providers, this process includes the identification of eligible employees, submission of attestation and eligibility information, and distribution of funds.

Purpose:

- NC Medicaid's goal is to provide a uniform bonus that is as close to the legislative goal of $2,000 as possible to eligible direct care workers and support staff who are at the point of care.

One-Time Bonus Overview & Purpose

Timeline



Notes:

- Per Legislation, providers must submit an eligibility determination for the one-time bonus no later than 5:00 p.m. ET on Jan. 31, 2022 in order to become eligible.
- Provider distribution of one-time bonus to eligible employees should not exceed 45-days of funds receipt

One-Time Bonus - Requirements

Provider Eligibility

One-Time Bonus Requirements

Provider Eligibility

For purposes of the one-time bonus: providers must be Medicaid- or NC Health Choice-enrolled and recognized by NC Medicaid as one of the following service providers, or as a participant in one of the following waivers:

- Personal Care Service providers (home care and adult care home)
- Intermediate care facilities for individuals with intellectual disabilities (ICF/IID) including ICF/IID-level group homes
- Home health providers
- Nursing homes
- Behavioral health residential facilities including Level III and Level IV residential treatment facilities, psychiatric residential treatment facilities (PRTFs), medical management and crisis stabilization facilities and facilities providing inpatient substance use disorder treatment
- Participation in waivers:
  - The Community Alternatives Program for Children (CAP/C)
  - The Community Alternatives Program for Disabled Adults (CAP/DA)
  - The North Carolina Innovations waiver
  - The Traumatic Brain Injury (TBI) waiver

One-Time Bonus Requirements

Provider Eligibility Determinations

Eligible providers are responsible for identifying each of the direct care workers and support staff employed by their facility who meet the NC Medicaid direct care worker and support staff definition **and** legislative eligibility requirements.

NC Medicaid requires participating providers to notify all direct care workers and support staff of one-time bonus eligibility or ineligibility no later than **Jan. 24, 2022.**

Establish an appeals process.

Per Legislation, providers must submit all final eligibility determinations no later than **5 p.m. EST on Jan. 31, 2022** in order to be eligible for the one-time bonus

Direct Care Worker and Support Staff Eligibility

One-Time Bonus Requirements

Direct Care Worker & Support Staff Eligibility: NC Medicaid definition

For purposes of the Direct Care Worker and Support Staff One-Time Bonus, NC Medicaid defines direct care worker and support staff as:

"non-licensed employees of an eligible provider under S.L. 2021-180 section 39.21 who by virtue of employment either interact directly with patients or clients or provide direct care support services at a licensed health care facility". Support Staff are defined as "individuals who prepare and serve food, medication aides, staff who provide housekeeping or maintenance and individuals who provide social and recreational support."

*Contracted employees are not eligible

Note: NC Medicaid must provide a uniform bonus amount for all eligible direct care workers and intends to provide as close to $2,000 per worker as is fundable given the available funds and number of eligible workers. NC Medicaid requests that each eligible provider also separately identify *licensed* direct care employees who meet the eligibility criteria, so that it can be determined whether including those employees would affect the uniform amount that could be provided to all non-licensed and licensed workers.

One-Time Bonus Requirements

Direct Care Worker & Support Staff Eligibility: Legislative Requirements

As outlined by legislation, direct care workers and support staff must meet all of the following:

- Interact directly with residents/patients or clients, or provide direct care support services at a licensed health care facility
- Be employed by the same eligible provider since March 10, 2020, through August 1, 2021
- Have worked at least 1,000 hours providing direct care services between March 10, 2020, and August 1, 2021
- Not be an employee of the State or otherwise eligible for any other employment-related bonus under the Current Operations Appropriations Act of 2021

Appeals Process

One-Time Bonus Appeals Process

Appeals Process - Requirements

NC Medicaid requires all participating providers to establish an internal appeals process with the of purpose enabling employees initially notified as ineligible for the one-time bonus to submit information supporting eligibility.

It is at each provider's discretion to design the internal appeals process for the one-time bonus. However, NC Medicaid requires the following:

- Provider must notify all direct care workers and support staff of one-time bonus eligibility or ineligibility no later than **Jan. 24, 2022**
- Direct care workers and support staff must submit appeals to their employer no later than **5 p.m. EST Jan. 31, 2022**
- Providers may only make eligibility redeterminations if information obtained through the appeals process satisfies NC Medicaid's definition of direct care worker and support staff and all eligibility criteria
- Providers must maintain all documentation obtained through the appeals process and make the documentation available to NC Medicaid upon request

One-Time Bonus Appeals Process

Appeals Process – Submission timeline

Note: Providers must submit all finalized eligibility determinations no later than 5 p.m. EST on Jan. 31, 2022 to be eligible for the one-time bonus.

- Due to the legislative timeline for the one-time bonus, NC Medicaid has extended the submission deadline for all outstanding appeals beyond Jan. 31, 2022, to 5 p.m. EST on Feb. 15, 2022.
- **All outstanding appeals must be finalized and submitted through the Direct Care Worker and Support Staff One-time Bonus Eligibility Form no later than 5 p.m. EST on Feb. 15, 2022**.
- **Only those direct care workers and support staff re-determined as eligible through the appeals process shall be included on form submissions occurring between 5 p.m. EST on Jan. 31 and 5 p.m. EST on Feb. 15, 2022.**

Bonus Payout

One-Time Bonus – Bonus Payout

Payout Requirements

Bonus Amount: NC Medicaid's goal is to provide a uniform bonus that is as close to the legislative goal of $2,000 as possible to eligible direct care workers and support staff who are at the point of care.

The bonus amount paid to providers will be the up to $2,000 per eligible employee plus provider FICA (7.65%)

Payout Timeline:

- **March 1, 2022:** NC Medicaid will issue bonus payments directly to providers for all approved eligible workers.

- **March 1, 2022:** NC Medicaid will issue a formal email notification to providers whose number of eligible employees was re-determined by NC Medicaid's review.

- **Within 45 days of funds receipt:** Providers shall distribute the NC Medicaid-specified one-time bonus amount evenly to each identified direct care worker and support staff within the next practicable pay period, not to exceed 45 days from funds receipt.

Eligibility Portal

One-Time Bonus – Eligibility Portal

Portal Overview

The Direct Care Worker and Support Staff Eligibility Portal is now open for provider registration and submission of the following direct care worker and support staff one-time bonus requirements:

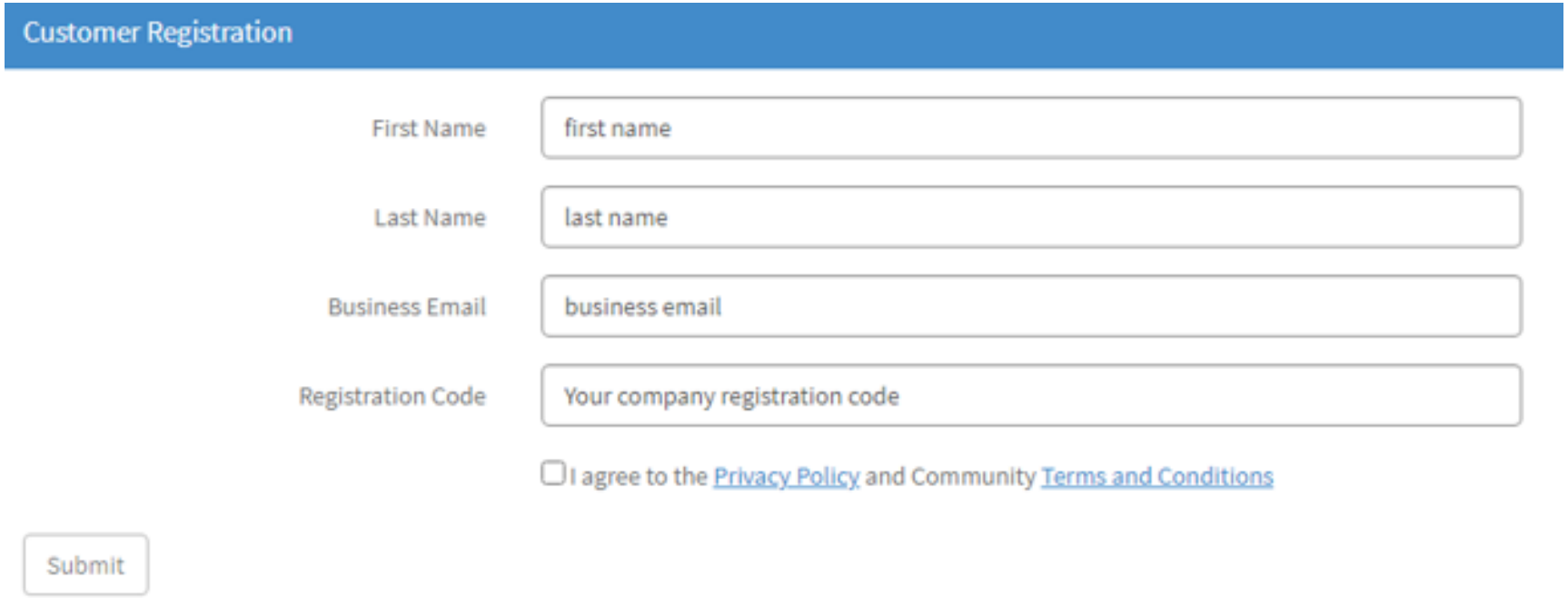
- Attachment of signed One-Time Bonus Attestation and Acknowledgment Form PDF
- A description of the position held by any direct care worker or support staff the provider has designated as eligible
- The number of eligible direct care workers or support staff that meet the position description

* All additional entry fields within the submission form are required

One-Time Bonus – Eligibility Portal

Portal Registration

All providers should identify one executive or authorized employee as the point of contact to register for access to the eligibility portal. Upon registration, this person establishes themselves as the authorized submitter and will receive a username and one-time password.



One-Time Bonus – Eligibility Portal

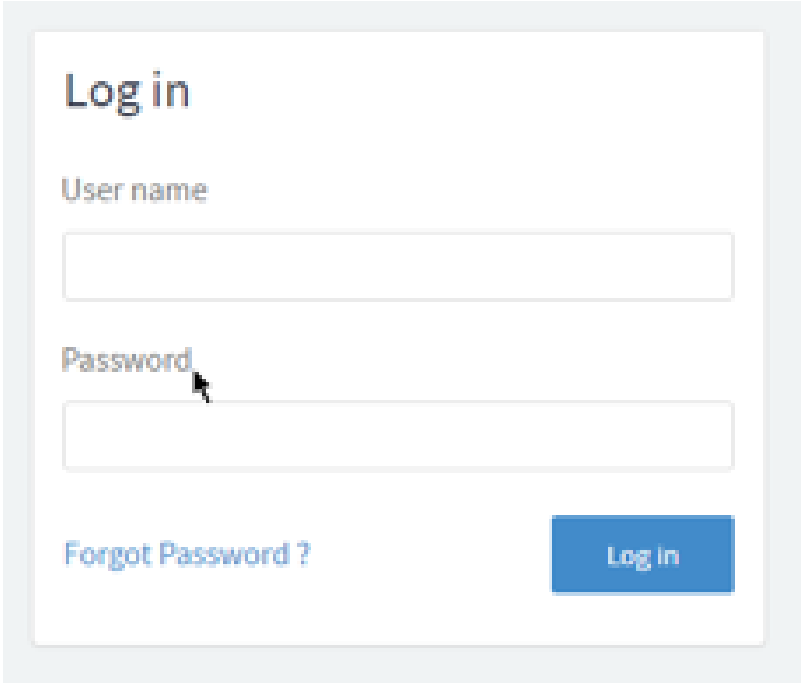
Portal Registration Codes

Provider Submission Scenarios:	Registration Code:
Single Provider Service Location	Combination of NPI and location code; example: 123456789-001
Single Provider with Multiple Provider Service Locations	Combination of NPI and parent location code; example: 123456789-001
Multiple Providers (Users submitting for multiple providers using multiple NPIs)	Combination of an NPI and parent location code; example: 23456789-001 Upon registration, the user must email Medicaid.DCW.HelpDesk@dhhs.nc.gov with the following information to receive the ability to submit for multiple provider NPIs: ▪ Registration username ▪ Registration email ▪ All NPIs submitting for ▪ Corporate name

One-Time Bonus – Eligibility Portal

Portal Log-in

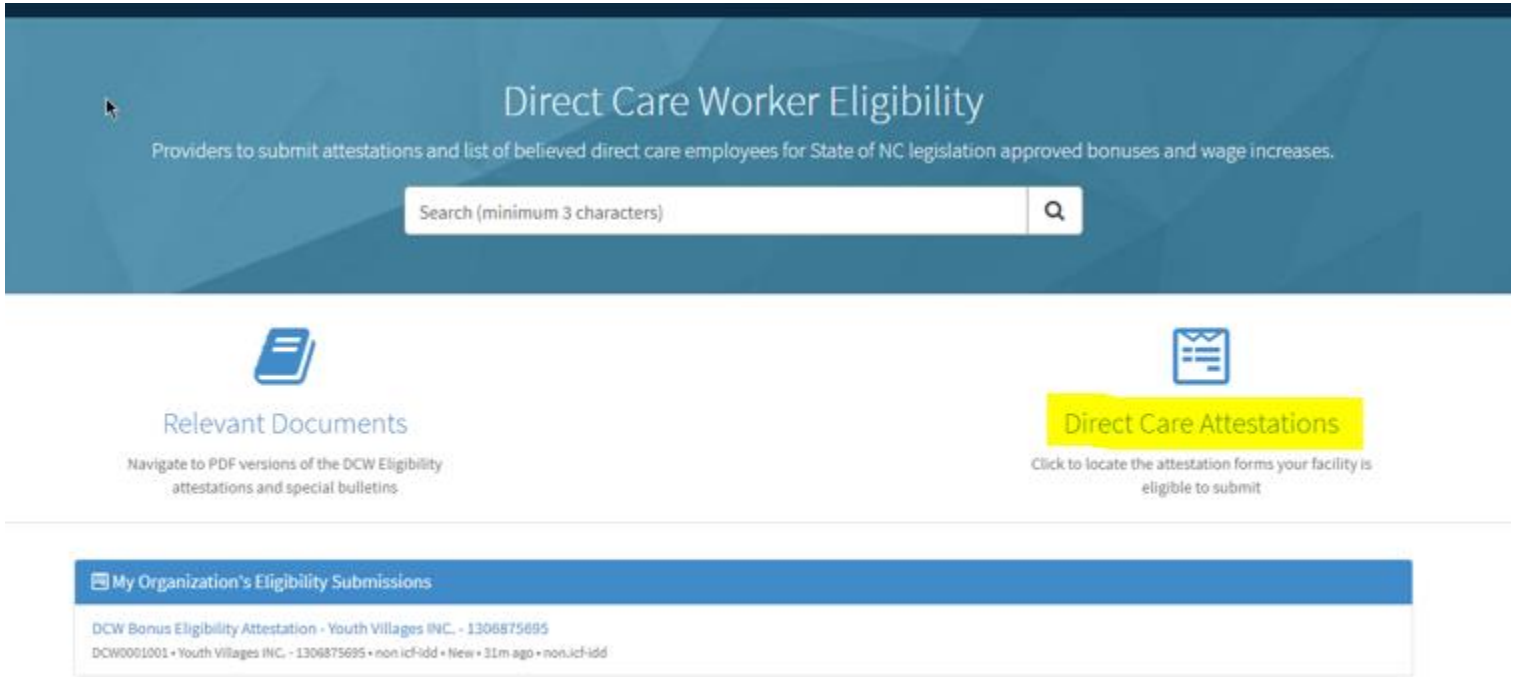
After registration, authorized users will receive a registration username and password through the business email address they provided. They will use this information to access the eligibility portal.



One-Time Bonus – Eligibility Portal

Portal Landing Page

After logging in, the authorized users will have access to the attestations & eligibility form. Users should click into the “Direct Care Attestations” link to begin the submission process.

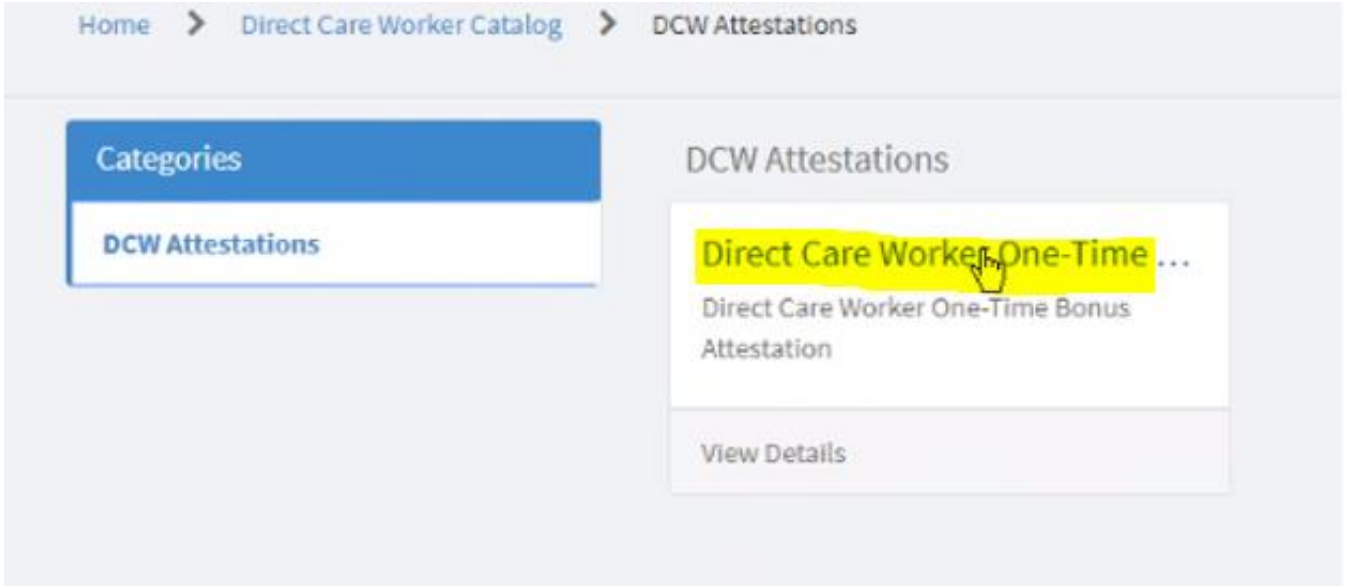


Note: PDF versions of attestations which should be signed and uploaded to the eligibility form are available for download at the Relevant Documents link.

One-Time Bonus – Eligibility Portal

Portal Submission – One-Time Bonus Eligibility Form

After clicking into the “Direct Care Attestations” link on the landing page, select the Direct Care Worker One-Time Bonus Eligibility Form to begin a submission.



One-Time Bonus – Eligibility Portal

Portal Submission – One-Time Bonus Eligibility Form

The One-time Bonus Eligibility Form is designed to capture the required information for the one-time bonus. Authorized users must respond to all required entry fields, attach a signed PDF copy of the attestation, and enter the number of eligible employees for each selected Direct Care Worker service description. These pre-loaded descriptions are included below:

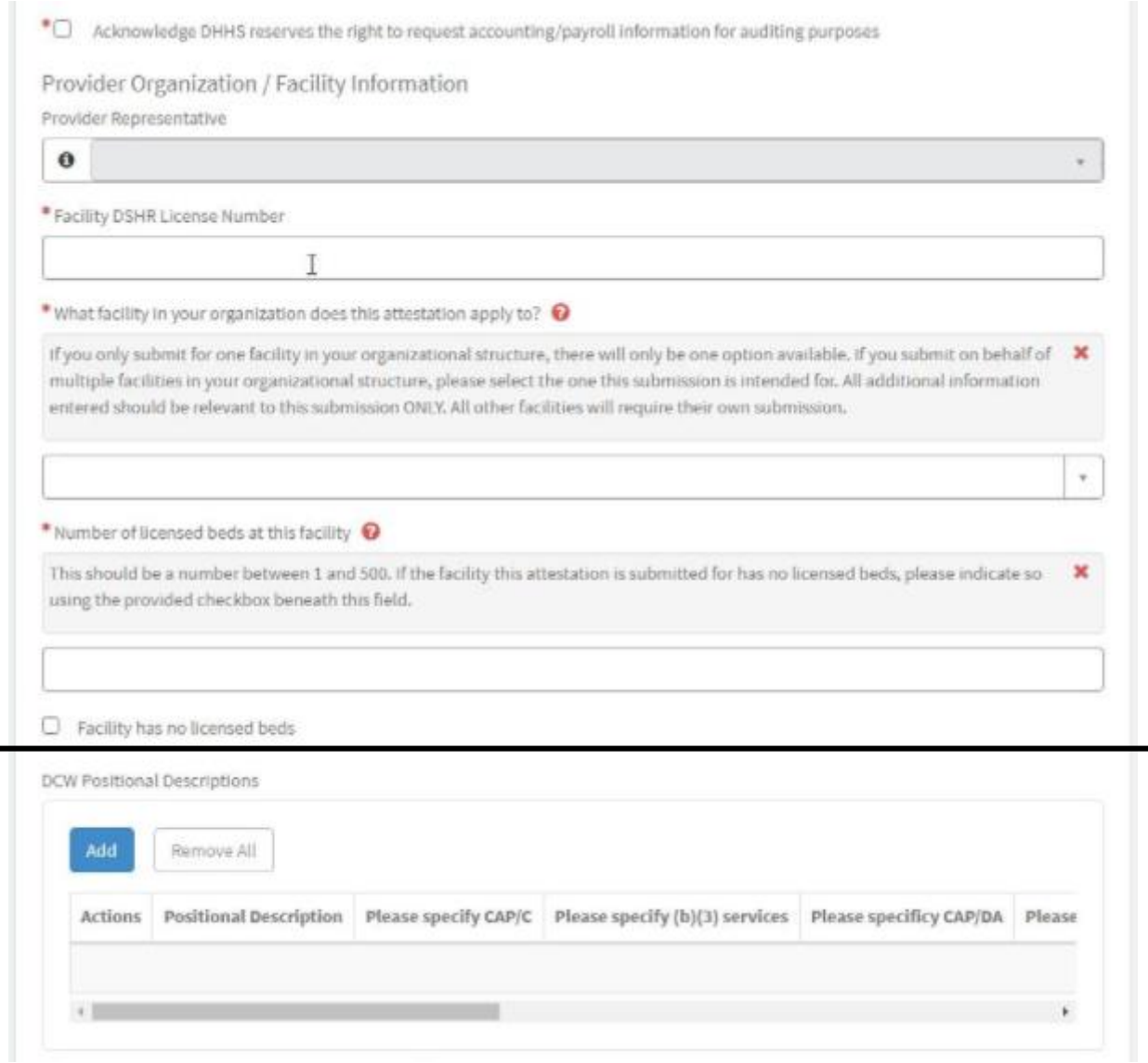
- Waiver, State Plan LTSS, State Plan Behavioral Health Services
- Personal Care
- Home Health, Hospice and PDN
- CAP/C pediatric nurse aide service
- CAP/C congregate care services
- CAP/C in-home and respite
- Innovations (Community Networking, Supported Employment, Day Supports, Residential supports, Supported Living)
- TBI Waiver (Personal Care, Life skills training, Community Networking, Supported Employment, Respite, Residential Supports, Day Supports)
- (b)(3) Services (Individual Supports, Transitional Living, Supported Employment, Respite, Innovations arrays
- Research Based Treatment for Autism-Based Spectrum Disorder (Aid only)*
- CAP/C institutional respite
- CAP/DA adult day health
- CAP/DA congregate care services
- CAP/DA in-home and respite
- CAP/DA institutional respite
- PRTF/ Residential
- Community Support Team
- SAIOP/SACOT
- Mobile Crisis
- Day Treatment
- Partial hospitalization
- PACE (Personal Care, Home Health)
- Other (pending NC Medicaid review)
- Licensed Professionals*

Eligible providers are listed on slide 6

Eligible support staff definitions will be made available through FAQs

One-Time Bonus – Eligibility Portal

Portal Submission – One-Time Bonus Eligibility Form

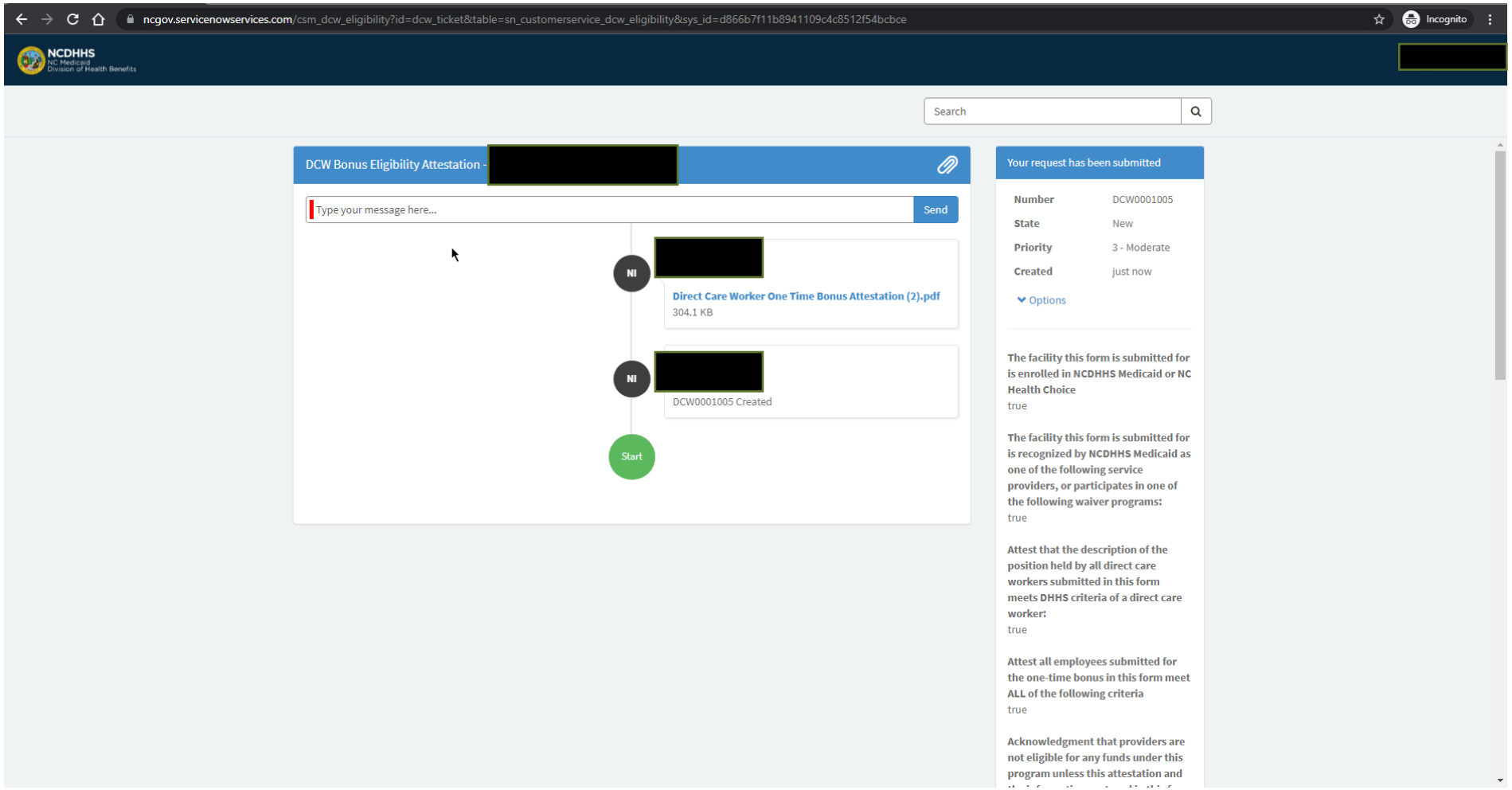


Ability to select pre-loaded authorized position/service descriptions and the number of employees who meet them:

One-Time Bonus – Eligibility Portal

Portal Submission – One-Time Bonus Eligibility Form

After completing the submission form, the user receives confirmation of submission when the case ticket notification page appears. Users have the ability to comment if needed:



One-Time Bonus Eligibility Portal

Next Steps & Final Remarks

Next Steps:

- State to update portal to accept licensed professional counts no later than Jan. 24, 2022
- State to update portal to accept Research Based Treatment for Autism-Based Spectrum Disorder (technicians only) no later than Jan. 24, 2022
- Providers identify Authorized Users who register for access to the Eligibility Portal
- Providers establish internal appeals process
- Jan. 24, 2022: Provider deadline to notify employees of one-time bonus eligibility
- Jan. 31, 2022: Provider deadline to submit all final eligibility determinations
- Feb. 15, 2022: Provider deadline to submit all final eligibility re-determinations resulting from appeals process

One-Time Bonus Eligibility Portal

Next Steps & Final Remarks

Final Remarks:

- Due to the condensed timeline, all State inquiries should be responded to as soon a possible. Desired response time is within three business days.

- Authorized users should expect to complete the submission of the eligibility form in one sitting, the estimated time to complete the form is 5-15 minutes.

- Authorized users can cancel submissions and resubmit with updated information if resubmission meets the deadline and submission requirements.