

## *Tell Me More about...* **Self-Directed Supports in Managed Care**

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*This document specifically discusses the Self Directed Support option that is available in Wisconsin's managed long-term care programs: Family Care, Family Care Partnership, and PACE. If you would like additional information on these managed long-term care programs, please ask your Aging and Disability Resource Center specialist for more information.*

### **What is Self-Directed Supports in Managed Care?**

Self-directing your services may offer you a way to have more control over your services and supports. In Family Care, Family Care Partnership and Program of All-Inclusive Care for the Elderly (PACE), which are “managed long-term care” programs, the Managed Care Organization, or MCO, will make resources (including a budget) available to you based on what it would have spent if it managed those services. You can then use that budget amount to buy the services and supports that will work to meet your personal outcomes.

### **How Does Self-Directed Supports in Managed Care Work?**

#### ***Anyone Can Choose the Managed Care Self-Directed Supports Option***

The Self-Directed Supports option is available to all Family Care, Family Care Partnership and PACE members.

#### ***Each MCO Has a Plan for Self-Directed Supports***

Each MCO has its own plan for offering self-directed supports. Each MCO must:

- Have a way for you to authorize payment to providers with your available budget and keep track of how much remains available;
- Have a way for you to choose and hire your own support workers, who could be family, friends, or neighbors; and
- Have a way for you to train and supervise your own support workers in how to care for you and meet your needs.

#### ***People Have a Choice About What Services They Self-Direct***

You can choose to self-direct all or only part of your services. For example, you could choose to self-direct your personal care services or those providers that help you find and keep a job, and use your interdisciplinary care team to manage services aimed at other outcomes in your plan.

If you choose to get involved in self-directed supports, your interdisciplinary team will:

- Explain the variety of choices available to you;
- Work with you to assess your needs;
- Determine the amount of resources available to you; and
- Keep track of whether you are staying within your available resources and meeting your needs for health and safety.

### ***Budget Limits***

The MCO may put limits on the self-directed supports option if it finds that:

- You are not staying within your available resources;
- You have used resources in a way that is illegal;
- You have used resources in a way that is too much of a risk to your health and safety; or
- Someone else is making decisions for you that are not based on what you want.

The MCO will tell you what you need to do to avoid these limits and about your right to file an appeal or grievance or ask for a hearing.