

ND Family Caregiver Support Program (NDFCSP)

HANDBOOK

**for Respite Care
Providers**

**ND Department of Human Services
Aging Services Division
July 1, 2022**

The ND Family Caregiver Support Program (NDFCSP) is a federally funded program that offers services to individuals who are caring for a loved one on a 24 hour basis at home. The goal of the NDFCSP is to provide support to the caregiver. The family caregiver enrolled in the FCSP is our primary client.

This ND Family Caregiver Support Program HANDBOOK serves as a reference guide for NDFCSP services by answering frequently asked questions.

Respite care services help caregivers take a much needed break from providing 24 hour care and take time for themselves.

Aging Services staff members who manage the NDFCSP are located across the state. They are available to assist with any questions or concerns you may have about the caregiver program.

If there are any questions, please contact Aging Services staff in your area.

Aging Services Staff

Phone number

AGING SERVICES DIVISION

1237 W Divide Ave Suite 6 | Bismarck ND 58501

ND Aging & Disability Resource-LINK Toll Free 855.462.5465 | Fax 701.328.8744 | 711 (TTY) | www.nd.gov/dhs

Table of Contents

Section 1: General Information

Section 2: Becoming a Respite Care Provider

Section 3: What a Respite Care Provider Can Do Under Respite Care Services

Section 4: Respite Care Provider Personal Journal

Section 5: Concerns/Complaints

Section 6: Termination of NDFCSP Provider Enrollment

Section 7: Program Forms

Section 1: General Information

What is the purpose of the North Dakota Family Caregiver Support Program (NDFCSP)?

- The NDFCSP is supported by Older Americans Act funding and was created to offer support and services to informal, unpaid caregivers who are providing 24 hour care so they can take care of their loved ones at home for as long as they choose.

What services does the program provide to caregivers?

- Program services include:
 - Temporary breaks (respite care) from providing 24 hour care
 - Supplemental services to help with the cost of home assistive safety devices and incontinence supplies
 - Training to learn how to perform caregiving tasks
 - Counseling for coping with caregiver challenges
- The NDFCSP is not a subsidy to pay for supplemental services or to pay for personal cares for the care recipient if the caregiver is also assisting the provider with cares. Funding must be used to provide a break for the caregiver.

Is there a cost to the caregiver?

- All authorized services are federally-funded and are provided at no cost.
- Caregivers are given information on the opportunity to contribute toward the cost of services.
- No one is denied services because of inability or unwillingness to contribute.

Is there an enrollment period for respite care providers?

- The enrollment period for the NDFCSP begins July 1 and runs through June 30th of the following year.
- Respite care providers must complete a NDFCSP Program Provider Agreement before they are eligible to receive payment for respite care services.
- A new NDFCSP Program Provider Agreement must be completed with each enrollment period.
- If the NDFCSP Program Provider Agreement has not been completed, payment for services cannot be made.

Section 2: Becoming a Respite Care Provider

What is respite care?

- Respite care is having a NDFCSP approved provider stay with the individual who needs care (care recipient) so the caregiver can take occasional breaks from providing 24 hour care and have some time for themselves.

Who is eligible to provide respite care and be paid for by the NDFCSP?

- The program can pay for respite services provided by:
 - An eligible relative of the care recipient
 - A Qualified Service Provider (QSP)
 - A nursing facility
 - A swing bed unit
 - A memory care facility
 - A licensed adult day services center
 - A licensed foster care home for adults

Which relative can qualify to be eligible to receive NDFCSP payment for respite care services?

- An eligible relative is the following, including in-laws:
 - A parent (not if the current caregiver)
 - A grandparent
 - An adult child (age 18 & older)
 - An adult sibling (age 18 & older)
 - An adult grandchild (age 18 & older)
 - An adult niece or nephew (age 18 & older)
- All relatives must complete a NDFCSP Program Provider Agreement before they are eligible to receive payment for providing respite care services.
- A relative must comply with the guidelines for completing the NDFCSP Provider Service Log (See example in Section 7).
- A relative is responsible to keep a respite care journal (See example in Section 7).

What is a qualified service provider (QSP)?

- A QSP is a self-employed individual who completes the enrollment process with the Department of Human Services to provide in-home care.
- Aging Services staff have QSP Handbooks that include instructions and application forms for enrollment. The QSP Handbook is available on line at www.nd.gov.

How is a respite care provider selected?

- Each caregiver is given a list of eligible providers that provide respite care services in their community. It is your decision if you want to be included on the regional NDFCSP provider list.
- The caregiver is responsible to call and interview providers and to choose their own provider.

What happens when a caregiver chooses a respite care provider?

- After the caregiver chooses a respite care provider, Aging Services staff will contact the respite care provider to make sure they are eligible to receive payment for providing respite services.
- Aging Services staff will make sure a Provider Agreement and Substitute W-9 is on file. These documents need to be completed prior to providing respite care to the NDFCSP caregivers.

What is the rate a respite care provider can be paid to provide respite services?

- Respite care provider rates cannot exceed the Department's authorized maximum QSP rate for the enrollment period. Aging Services staff will tell you the maximum QSP rate.
- Respite care providers enter their rate on the NDFCSP Provider Agreement.
- The state has an authorized maximum daily rate (24 hour rate) for in-home services. Aging Services staff can tell you the current maximum QSP daily rate.
- Payment for respite care services for one day of service (midnight to midnight) cannot exceed the maximum QSP daily rate.
- If a respite care provider has a private pay rate that is less than the Department's current authorized rate, the provider must charge the NDFCSP the private pay rate.

How do respite care providers get paid?

- When the provider enrollment has been completed, Aging Services staff will give you copies of the NDFCSP Provider Service Log billing form. (See example in Section 7.)
- Individual providers are required to have the caregiver sign each entry for respite services on the NDFCSP Provider Service Log to verify respite services are being provided and before payment can be made.
- The respite care provider sends the NDFCSP Provider Service Log to Aging Services staff at the regional Human Service Center address on the service log for payment.
- Respite care providers are to send in the NDFCSP Provider Service Logs to Aging Services staff by the 5th day of the following month in which services were provided.

Can a caregiver use more than one respite care provider?

- Caregivers can use as many respite care providers as they wish.
- Caregivers can change or add respite care providers at any time. Aging Services staff is to be notified when this occurs.
- The respite care provider has the right to choose which caregiver clients with whom they work.

How are arrangements for respite care services made?

- The caregiver is responsible to call and schedule their respite care services directly with the respite care provider.
- The provider is responsible to call the caregiver if they need to change or cancel respite care services.

How much respite funding does the caregiver have to use?

- Aging Services staff authorizes respite care funding for each caregiver.
- The caregiver's funding is reviewed by Aging Services staff. Additional funding is managed based on the caregiver's needs and funds available for the NDFCSP.
- The caregiver is responsible to manage the usage of their authorized funding.
- If the caregiver's use of services exceeds the amount of funding authorized, they are responsible to pay any amount over what has been authorized.
- Contact Aging Services staff if you have any questions about caregiver funding.

Is the caregiver eligible to receive payment for respite care services while they are at work?

- The NDFCSP does not allow payment of respite care services while the caregiver is on the job; i.e. working at their place of employment, on a trip for business purposes, engaged in farm or ranch operations, etc.
- Caregivers who are working may be eligible for the NDFCSP if other eligibility requirements are met. The respite must be used during non-work hours.

Section 3: What a Respite Care Provider Can Do Under Respite Care

Can a respite care provider be authorized to provide personal care?

- The respite care provider can help the care recipient with taking a bath, getting dressed and undressed, helping in the bathroom and other approved personal care services.
- Caregivers may not use the NDFCSP funding to solely pay for in-home care; funding must be used to provide a break for the caregiver.

What other tasks may be covered under the NDFCSP?

- The primary responsibility of the respite care provider is to assist the care recipient and to make sure they are safe. They may visit, read, etc. with the care recipient.
- The respite care provider can assist caregiver/care recipient in using technology to stay connected, for telemedicine, education, socialization, support groups, etc.
- Taking a care recipient for a walk around the property or neighborhood is also allowed.

Can a QSP cook a meal?

- The NDFCSP allows for a respite care provider to fix a meal for a care recipient, including preparing freezer meals.
- The respite care provider may assist the care recipient with eating.
- The respite care provider is not allowed to give nutritional supplements through a feeding tube.

Can a QSP be paid for housecleaning or laundry services?

- The NDFCSP does pay for respite care providers to complete routine housecleaning such as dusting, vacuuming, laundry, cooking or baking, as long as these duties can be safely done while ensuring the safety of the care recipient.

Can a QSP provide transportation?

- Authorized respite care providers can provide transportation out of the caregiver's home so the care recipient can participate in social or recreational activities.
- Examples of social/recreational activities include:
 - o Transporting to an approved alternative respite setting outside of the home
 - o Social activity, such as a sporting event or coffee/lunch
 - o Shopping for caregiver/care recipient needs
- Respite providers are not allowed to take care recipient to medical appointments.
- QSPs enrolled through Home and Community Based Services must have Non-Medical Transportation - Driver as an approved service.
- QSPs for FCSP only and Qualified Family Member Providers wishing to provide transportation must have completed the transportation section on their Provider Agreement.
- Mileage is not reimbursed but is included in the respite care rate.

Can a respite care provider administer medications to the care recipient?

- No, respite care providers can only assist with self-administration of medication.
- Respite care providers can assist by doing the following:
 - Opening the container
 - Assisting the care recipient with proper positioning for taking the medication
 - Assist by giving the care recipient fluids to swallow the medication
 - Recapping the container
- The respite care provider is not allowed to give any medicine by injection, such as insulin.

Can a respite care provider assist care recipient with exercise?

- Respite care providers are **not** allowed to assist care recipient with exercises unless they have the Global Endorsement of Maintenance Exercise.
- Assistance is limited to general observation of exercises which have been taught to the client; including the actual carrying out of maintenance program, the performance of repetitive exercises required to maintain function, improve gait, maintain strength, or endurance, passive exercises to maintain range of motion in paralyzed extremities which are not related to a specific loss of function and assistive walking.

Can a respite care provider accept money or gifts from a caregiver?

- Respite care providers are not allowed to ask for or take any money or gifts from a caregiver. (Does not apply to family members.)
- If a caregiver offers a gift or money, the respite care provider is not allowed to accept. (Does not apply to family members.)
- Caregivers are instructed to notify Aging Services staff if a non-relative respite care provider asks them for gifts or money.

Section 4: Respite Care Provider Personal Journal

- For auditing purposes, respite care providers are required to complete a personal journal for each caregiver. (See example in Section 7.) This is in addition to completing the NDFCSP Provider Service Log.
- As part of yearly NDFCSP program reviews, the Aging Services Division NDFCSP Program Administrator may request a respite care provider send in copies of their personal journal.
- Your personal journal may be used to verify that approved respite services are provided and that billings submitted for payment for services coincide with journal entries.
- Failure to send in a personal journal when requested may result in a recoupment of payments made or termination of the NDFCSP Provider Agreement.
- Please ensure that personal journals are legible and services match those billed on the Provider Service Log.
- The sample personal journal (See example in Section 7) is not required to be used. You can use an alternate personal journal but it must include the provider's name, caregiver's name, date and times of service, and activities performed during the respite time billed.

Section 5: Concerns/Complaints

What if there is a concern about a caregiver or care recipient?

- If there is a concern about a caregiver or care recipient, the respite care provider should contact Aging Services staff.
- Examples of concern might be:
 - Caregiver's health or ability to provide care is failing
 - Care recipient's needs have become greater and it is more difficult for the caregiver or provider to provide safe and proper care
 - Reports of abuse, neglect or exploitation between the caregiver and care recipient (Most providers are mandated reporters to Vulnerable Adults Protective Services.)
 - Care recipient or caregiver act physically or verbally abusive towards the provider or others

Section 6: Termination of NDFCSP Provider Enrollment

Can a respite care provider have their NDFCSP Provider Agreement terminated?

- A NDFCSP Provider Agreement can be terminated at any time.
- If a respite care provider decides to terminate their involvement with the program, they must notify Aging Services staff.
- Individuals enrolled as a QSP must maintain their QSP enrollment, which is renewed at least every two years, to continue eligibility for payment from the NDFCSP.
- Reasons for the termination of the NDFCSP Provider Agreement include, but are not limited to:
 - Improper billing practices
 - Not in compliance with applicable state laws, state regulations or program issuances governing providers
 - Failure to send in personal respite journal when requested
 - Failure to return a Provider Agreement
 - Frequently arriving late or not showing up at scheduled respite appointments
 - Substantiated report of neglect, physical abuse or verbal abuse of the caregiver or care recipient
 - Completing tasks which are not authorized by the NDFCSP
 - Requesting and accepting money or gifts from a caregiver
 - Breach of confidentiality

Section 7: Provider Forms

NDFCSP Provider Service Log – Individual - SFN 135

NDFCSP Provider Service Log - Agency - SFN 492

- The NDFCSP Provider Service Log is used by the program as the method of billing for respite care services provided. An example of a completed NDFCSP Provider Service Log is on the following page.
- Individual respite care providers are required to have the caregiver sign each entry for respite care services before payment can be made.
- Aging Services staff will tell you which Human Service Center should receive the NDFCSP Provider Service Logs. The names and addresses are listed below.
- Respite care providers are to send in the NDFCSP Provider Service Logs by the 5th day of the following month in which services were provided.
- NDFCSP will only pay providers the authorized provider rate.
- If a NDFCSP Provider Service Log is not completed properly, it will be returned to the respite care provider for correction before a payment will be made.
- Copies of the NDFCSP Provider Service Log (SFN 135 and SFN 492) are available on the “Forms” Section on the website: www.nd.gov.

North Central Human Service Center
1015 S Broadway Ste 18
Minot, ND 58701-4667

South Central Human Service Center
PO Box 726
Valley City, ND 58072-0726

Northeast Human Service Center
151 S 4th St Ste 401
Grand Forks, ND 58201-4735

West Central Human Service Center
1237 W Divide Ave Ste 5
Bismarck, ND 58501-1208

Southeast Human Service Center
2624 9th Ave S
Fargo, ND 58103-2350

Badlands Human Service Center
1463 I94 Business Loop East
Dickinson, ND 58601-6434

X

Charlotte Nelson
Charlotte Nelson
Charlotte Nelson
Charlotte Nelson

(Please use current rate from your Provider Agreement)

Jane Doe



NORTH DAKOTA FAMILY CAREGIVER SUPPORT PROGRAM (FCSP) PROVIDER SERVICE LOG-AGENCY
 NORTH DAKOTA DEPARTMENT OF HUMAN SERVICES
 AGING SERVICES
 SFN 492 (8-2021)

FOR OFFICE USE ONLY

<input type="checkbox"/> Approved for Payment	
Date	Total Amount Approved \$
Initials	Initials
Division Director Signature	

Complete the entire form, sign and send the original copy to:

Human Service Center XXX HSC		E-Mail Address xxx@nd.gov	
Address 123 Main St	City Bismarck	State ND	ZIP Code 58501

SECTION 1. AGENCY INFORMATION

Name ABC Agency		E-Mail Address john@abcagency.org	
Address 456 1st Ave	City Bismarck	State ND	ZIP Code 58501
Telephone Number (701) 456-7890	Month and Year of Billing Period July 2021		

SECTION 2. FAMILY CAREGIVER ENROLLED IN FCSP

Caregiver Name Charlotte Nelson
Type of Service Received (Check One) <input checked="" type="checkbox"/> Respite <input type="checkbox"/> Caregiver Training <input type="checkbox"/> Caregiver/Family Counseling

Insert the day, the times of service, and number of hours or days of service that were provided to this caregiver.

Date	Start Time	End Time	Number of Hours or Days of Service
7/2/2021	4:00pm	6:00pm	2
7/7/2021	2:30pm	5:30pm	3
7/9/2021	1:30pm	6:30pm	5
7/27/2021	1:15pm	3:00pm	1.75

(Please use current rate from your Provider Agreement)

11.75 Hours x Established Hourly Rate of \$ 29.84 = \$ 350.62

(Per day hourly reimbursement total cannot exceed the allowable maximum daily rate)

_____ Days x Established Daily Rate of \$ _____ = \$ _____

Total Amount Requested \$ 350.62	FOR OFFICE USE ONLY Total Amount Requested \$
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SECTION 3. CERTIFICATION AND AGREEMENT OF AGENCY PROVIDERS

This is to certify that the foregoing information is true, accurate, and complete. That services herein charged were actually rendered and were rendered under the conditions specified. I understand that payment and satisfaction of this claim will be from federal and or state funds, and accept, as payment in full, the amounts paid, and that any false claims, statements, or documents or concealment of a material fact, may be prosecuted under applicable federal or state laws.

By typing my name below, I am signing this Provider Service Log electronically. I agree that my electronic signature is the legal equivalent of my handwritten signature

Signature <i>John Doe</i>	Date 7/31/2021
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Respite Care Journal – Example and Blank Journal

- Respite care providers are responsible to keep a respite care journal for every caregiver with whom they work. An example of a completed Respite Care Journal is on the following page. A blank form is also included and may be copied for your use.
- The respite care journal must contain:
 - Respite care provider's name
 - Caregiver's name
 - Date the service was provided
 - Time the respite care provider arrived and the time they left the caregiver's home
 - Tasks performed while providing respite
- Respite care providers are required to keep their respite care journals for a period of 75 months, as agreed to on the NDFCSP Program Provider Agreement, before the journals can be destroyed.
- A respite care provider may be asked to send their journal to the NDFCSP Program Administrator at the Aging Services Division to verify that approved services are provided and that billings submitted for payment coincide with journal entries.
- Failure to send in a personal journal when requested may result in recoupment of payments made or termination of the NDFCSP Provider Agreement.
- Please ensure that personal journals are legible and services match those billed on the Provider Service Log.
- The sample personal journal is not required to be used. You can use an alternate personal journal but it must include the items listed above.

Respite Care Services Journal

Respite Care Provider Name: Jane Doe

Caregiver Client Name: Charlotte Nelson

Month/Day/Year	Start Time	End Time	List Activities Performed While in the Caregiver's Home
7/2/17	4pm	6pm	played cards, watched tv, fixed supper and cleaned up kitchen after
7/7/17	2:30 pm	5:30 pm	watched tv, walked around yard with Mr. Nelson
7/9/17	1:30 pm	6:30 pm	helped with Mr. Nelson's bath, cleaned up bathroom, watched tv, fixed supper & cleaned up kitchen
7/27/17	1:15 pm	3pm	Mr. Nelson napped entire time, sat in living room while he slept.

Reminder: Journal must be kept for 75 months following the closure of a caregiver client.

Respite Care Services Journal

Respite Care Provider Name: _____

Caregiver Client Name: _____

Month/Day/ Year	Start Time	End Time	List Activities Performed While in the Caregiver's Home

Reminder: Journal must be kept for 75 months following the closure of a caregiver client.