

## FUNDING BASICS CHOICES FOR FAMILIES (CFF)

### **Overview**

The purpose of this program is to prevent or delay out-of-home placement or to facilitate the reunion of families whose members are already in out-of-home placement. It empowers families as the primary decision makers by providing funds for their use in planning and obtaining needed items and services from providers and vendors of their choice. CFF can be used for virtually any family support service that meets the guidelines including, but not limited to, the following: environmental adaptations, respite, special clothing, transportation, and special dietary supplements.

Families can either pay for services and submit receipts for reimbursement or obtain vouchers to purchase services. The vendors providing the services can then turn the vouchers in for reimbursement. The program can be used for family support services for which there may not be a contracted provider. Funds are limited and will rarely meet all the needs of any family, so it is intended to supplement other support programs and agencies under which the family is eligible for services.

### **Policies**

- Individuals of any age must live in Missouri, be eligible for services from the Division, and live in their family's home, or their own home.
- Must be used to maintain or return an individual to their home.
- \$3,000 is the maximum dollar amount to be used in a year, unless approved by the Division Deputy/Assistant Director. However, an individual can only be reimbursed up to \$3,000 per year.
- CFF is payer of last resort.
- Office of Administration bidding process for items \$3,000 or above applies.
- Services must be prior authorized; if not, they will not be reimbursed.
- Services must be directly related to the individual's disability.
- Domestic worker law applies.
- CFF dollars cannot be used to exceed contracted rates.
- People in placement cannot access this service.
- 504 hours of respite is the maximum allowed by law unless authorized by the Division Director.
- Payments to a single agency cannot exceed \$3,000 per year (this includes all individuals served by the agency).

- Reimbursement will always be after the service has been provided.
- Respite rates of pay can be negotiated up to an amount set by the Regional Office.
- Amount of respite cannot exceed \$300 per individual, per month.
- CFF funds cannot be used for services that can be paid for through Medicaid Waiver.
- Respite can be provided by anyone, other than a parent, who lives outside the home.
- Respite is paid by the family, and reimbursed at a later date. In certain circumstances, paying providers is allowed.
- Families are responsible for training and hiring their own support staff.
- All services need to be defined in the Individual Service Plan.
- There is a standard rate allowed for travel, according to DMH policy.

### **Procedures (Support Coordinator [formally known as Service Coordinator])**

- Support Coordinator will follow regular Utilization Review process noting funding will be CFF.
- Standards Means Test date must be recorded.
- Record the name of the payee in the contract provider space on the CFF voucher.
- Record complete address (street #, state, zip code, and a phone number).
- Check the field indicating if the payment is a Voucher or Reimbursement.
- Support Coordinator will mail a form letter noting the necessity to read the liability release statement in detail and that no service will begin until they have received signed authorization from the Regional Office.
- Once all signatures are obtained and approval for funding has been granted, the authorization will be processed.
- Each month, the family is expected to complete the Reimbursement and/or Voucher form and mail to the applicable Regional Office for processing.

### **Procedures (Family)**

- Family will receive a voucher for each month of service.
- Family will complete the form on a monthly basis.
- Family will complete the voucher form for the month the service is provided. The month of service will be entered by the support coordinator at the top of the form.
- Family will have the provider complete the Vendor/Provider section.
- Vendor will then complete the Authorized Item and Service section.
- Family will review the Voucher completed by the provider and complete the Receipt of Items/Services section.
- Family will then mail the form back to their Regional Office.

### **Support Coordinator Roles/Responsibilities**

- Ensure that the families are assisted in obtaining all possible third party reimbursements and other resources for the providing or payment prior to requesting CFF services.
- Evaluate the family's severity of need.
- Determine the family's eligibility for CFF.
- Assess the family's strengths and needs.
- Ensure that Individual Service Plan reflects the need for the service.
- Explain and demonstrate to the family the correct procedure for completing the required forms/documents.
- Upon learning of approval for request, the support coordinator will inform the family and review steps they must take, including forms to complete to ensure reimbursement and assist the family in obtaining requested services or items.
- If a CFF request is denied, the support coordinator will continue to assist the family in locating needed funding for the requested service or item. At the family's request, the support coordinator may revise/amend the Individual Service Plan and re-submit for approval.
- Anytime an adverse action is taken, or a decision is made related to a Regional Office service, the individual or guardian has the right to appeal. It is the support coordinator's responsibility to inform individuals of their right to appeal.

Choices for Families documents available in PDF file.