



Examples for Consumer-Directed Attendant Support Services (CDASS) Member Case Documentation

Monthly Contact (1x/month for the first 3 months): During each of the first 3 monthly contacts, case managers are required to assess the member's management of the program, the member satisfaction with care providers, and the quality of services received by the member. The case manager (CM) shall review with the member and document if member service needs are being met by CDASS services.

Example: CM contacted Sarah for CDASS monthly contact. Sarah started CDASS June 1st, and this is her first month participating in CDASS. Sarah reports she has hired 4 attendants and is receiving services from her attendant daily in am/pm for 4 hours per day. Sarah states she is highly satisfied with 3 of her attendants but is uncertain if she will continue to employ 4th attendant due to issues with attendant tardiness 2x last week. She has submitted billing statements to her Financial Management Services (FMS) provider for 1st half of this month services. The FMS portal is reflecting that Sarah used under half of her monthly allocation. Sarah reports she is happy she can direct/manage her own care and requested no changes to her services or CDASS allocation. Sarah reports her service needs are being met through her attendant services.

Quarterly Contact (every three months): During the quarterly contacts, case managers are required to assess the member's management of the program, satisfaction with care providers and quality of services received. During these contacts they are also required to discuss member's program expenditures. The case manager shall review with the member and document if member service needs are being met by CDASS services.

Example: CM completed quarterly call review with Sam. Sam reported he had a recent fall but did not sustain any injuries from the fall. Sam states he was getting himself out of his chair in living room when he lost his balance and fell. Sam states he was wearing his personal emergency response button and in event of help needed, he would have pressed this button. He stated he is testing the unit monthly to ensure it is working. Sam reports he has not had any other falls in past 3 months. Sam and CM reviewed his other waiver services. Sam is directing and managing his personal care and homemaker services through CDASS. Sam reports he has had difficulty locating an attendant for his Saturday evening visit. He was actively interviewing for a replacement attendant and has hired a new attendant to start next week. CM asked Sam how he was meeting his needs without a Saturday evening CDASS attendant visit. Sam stated his mother was able to assist him 2x as an unpaid caregiver, but this cannot continue long term as she has health limitations and cannot perform tasks to the extent he needs. Sam states he



used fewer hours/allocation in May because he did not have this attendant visit filled. CM reviewed Sam's account through FMS provider portal. Sam did utilize 93% of allocation in the past month. Sam has no episodes of over utilization in his CDASS budget. Sam requested no changes to his services or CDASS allocation. He is happy with his present CDASS attendants and their performance.

6-Month Review Contact: Every 6 months, case managers must meet with members to reassess their needs, care management plan, and ongoing ability to manage their care. The case manager shall review with the member and document if member service needs are being met by CDASS services.

Example: 6M CDASS reassessment completed with Isobel and her mother/CDASS attendant Judy Jetson over the phone. Isobel is a 35 yr. old woman with diagnosis of quadriplegia and hypertension. Isobel resides in a home with her mother who is her primary CDASS attendant. Isobel directs and manages her own services through CDASS. Isobel reported her health is stable at this time, she has had no hospitalizations or ER visits that have occurred in the past year. Isobel states she has not had any falls or skin break down in past year either. This is significant as Isobel was having increased falls 15 months ago. Isobel reports her CDASS attendants assist her with tasks of bathing, dressing, toileting, transfers, mobility, g-tube feeding, hygiene tasks, positioning, range of motion, medication mgmt., clean member room and bathroom, member laundry, member personal shopping, and accompanying. Isobel is managing her own finances, resource access and misc. paperwork. Isobel did not have any questions as to her CDASS monthly allocation or changes she felt were needed. She is managing budgeting with some months having overspending of 1-2% and other months being under budget 1-3%. At present Isobel is slightly over budget by 3% for her certification span. Isobel reports she has planned to use 3 hrs. less this month to account for this and be on budget. CM does not identify any concerns related to Isobel directing and managing her services. Isobel's Attendant Support Management Plan (ASMP) was reviewed throughout the home visit with her. Isobel's ASMP is reflecting the tasks she receives assistance with from her CDASS attendants.