### Recognition of Family Caregivers in Managed Long-Term Services and Supports

#### Wisconsin Family Care and Wisconsin Family Care Partnership—Contract References Related to Family Caregivers

Contract date: Contract Year 2018

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| Are family caregivers assessed on their health and well-being and/or other areas, such as training and support needs? | Yes | p. 75  
J. Member Safety and Risk  
1. Policies and procedures regarding member safety and risk  
f. Protocols for use by interdisciplinary team (IDT) staff to identify, implement, and document appropriate, individualized monitoring and safeguards to address and mitigate potential concern and assure the health and safety of members identified as vulnerable/high risk as defined in Article I.136. At a minimum these protocols must include:  
| Does the contract reference the inclusion of family caregivers in the development of the beneficiary’s service plan, care coordination, or the care team? | Yes | p. 342  
Care/case management services  
The IDT consists of, at minimum, a registered nurse and a social services coordinator, and may also include other professionals as appropriate to the needs of the member, as well as family or other informal supports requested by the member. |
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| Does the contract cover services and supports for family caregivers? | Yes     | **pp. 342–366** **VIII. Benefit Package Service Definitions** **Home and Community-Based Waiver Services**  
5. Consultative clinical and therapeutic services for caregivers. The purpose of consultative services is to improve the ability of unpaid caregivers and paid direct support staff to carry out therapeutic interventions.  
– Clinical and therapeutic services assist unpaid caregivers and/or paid support staff in carrying out the member's treatment/support plans, are not covered by the Medicaid State Plan and are necessary to improve the member's independence and inclusion in their community.  
– The service includes assessments, development of home treatment plans, support plans, intervention plans, training and technical assistance to carry out the plans and monitoring of the member and the caregiver/staff in the implementation of the plans.  
– This service includes the provision of training for caregivers/staff that are or will be serving members with complex needs (beyond routine care). . . . This service may also include consultation with service providers and potential providers to identify providers that can meet the unique needs of the member and to identify additional supports necessary for caregivers to perform therapeutic interventions.  
6. Consumer education and training services are designed to help a person with a disability develop self-advocacy skills, support self-determination, exercise civil rights and acquire skills needed to exercise control and responsibility over other support services; includes education and training for members, their caregivers and/or legal decision makers that is directly related to building or acquiring such skills. Managed care organizations assure that information about education and/or training opportunities is available to members and their caregivers and legal decision makers.  
17. Respite care services are services provided for a member on a short-term basis to ease the member's family or other primary caregiver(s) from daily stress and care demands. Respite care may be provided in an institution such as a certified Medicaid setting (hospital, nursing home) or other licensed facility. Respite care may also be provided in a residential facility such as a certified or licensed adult family home, licensed community-based residential facility, certified residential care apartment complex, in the member's own home, or the home of a respite care provider.  
25. Training services for unpaid caregivers is the provision of training services for individuals who provide uncompensated care, training, companionship, supervision, or other supports to members.  
– Training includes instruction about treatment regimens and other services included in the member's care plan, use of equipment specified in the service plan and guidance, as necessary, to safely maintain the member in the community. Training must be aimed at assisting the unpaid caregiver in meeting the needs of the member. All training for individuals who provide unpaid support to the member must be included in the member's care plan.  
– Training furnished to individuals who provide uncompensated care and support to the member must be directly related to their role in supporting the member in areas specified in the care plan.  
– This service includes, but is not limited to, on-line or in-person training, conferences, or resource materials on the specific disabilities, illnesses, conditions that affect the member for whom they care. The purpose of the training is for the caregiver to learn more about the member's condition, what to expect, and how to provide the best care for someone with that specific condition. For example, training could be provided on effectively caring for a member with dementia.
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| Does the contract allow payment to family caregivers in the program’s consumer direction option (if available)? | Yes | pp. 153–154  
N. Standards for Managed Care Organization (MCO) Staff  
2. Family Members  
The MCO shall have policies addressing the circumstances in which a family member may be paid by the MCO for services. Those policies must reflect the goal of supporting and maintaining natural supports and may allow for family members to be paid only if all the following apply:  
a. The service is authorized by the interdisciplinary team;  
b. The member’s preference is for the family member to provide the service;  
c. The interdisciplinary team monitors and manages any conflict of interest situation that may occur as a result of the family member providing services;  
d. The family member meets the MCO’s standards for its providers or employees providing the same service; and  
e. The family member will either:  
   i. Provide an amount of service that exceeds normal family caregiving responsibilities for a person in a similar family relationship who does not have a disability; or  
   ii. Find it necessary to forego paid employment in order to provide the service and is not receiving a pension (including Social Security retirement benefits). |
| Does the contract require a beneficiary to be reassessed upon loss of the caregiver (including circumstances such as death, illness, hospitalization, work responsibilities, or financial strain)? | Other | Wisconsin Department of Human Services, November 22, 2019  
Article V.G. Reassessment and Member-Centered Plan (MCP) Update  
1. Reassessment  
In addition, the most appropriate IDT staff shall conduct a reassessment whenever there is:  
e. A significant change in the member’s long term care or health care condition or situation; or  
f. A request for reassessment by the member, the member’s legal decision maker, the member’s primary medical provider. |
| Does the contract require family caregivers to be included in the health plan member advisory committee? | No |  |
| Does the contract require quality measures related to family caregivers and/or for them to be included in the program’s quality assessment/performance improvement processes? | Yes | p. 207  
XII. Quality Management (QM)  
A. Leadership and Organization of the QM Program  
Staff and Provider Participation  
a. The MCO shall create a means for MCO staff and providers, including attendants, informal caregivers, and long-term care and health care providers with appropriate professional expertise to participate in the QM program and shall actively encourage that participation. |
### How to Interpret the Finding

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<td><strong>Yes</strong></td>
<td>“Yes” indicates the language was found in the contract.</td>
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<td><strong>No</strong></td>
<td>“No” indicates the language was not found in the contract.</td>
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<td><strong>Other</strong></td>
<td>“Other” indicates the state provided supplemental information (not found in the contract) that met the criteria for the element. For example, one state provided additional information from its managed LTSS program handbook that confirms the member can select family and/or friends to be paid caregivers in the consumer direction program.</td>
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