

## Request for Application

### Fiduciary Agent to Administer Respite Care Vouchers to Caregivers

Frequently asked questions:

1. How many transactions did the previous fiduciary agent process and at what intervals? The fiduciary agent processes approximately 1,000-1,500 checks annually, each with a minimum amount of \$100 (up to 5 for a \$500 voucher).
2. Who owns the shared workbook? Is it available for review? The shared Excel workbook is located in the NC DHHS SharePoint system. The DAAS Project CARE Director owns and maintains the workbook. The organization will gain access after execution of the contract agreement.
3. How does the fiduciary agent get notified of new care voucher awards? The Project CARE family consultants are responsible for entering client information and voucher awards in their worksheet. The fiduciary will confirm respite funds are available when a request for reimbursement and provider agreement is received.
4. Who is responsible for recording the requests for reimbursements? The fiduciary agent is responsible for maintaining the record of reimbursements made to caregivers.
5. What is the primary role of the fiduciary? It is the responsibility of the fiduciary agent to process reimbursement requests and maintain records of payments made to caregivers. Amounts will vary from caregiver to caregiver based on their individual use. Records should be updated Monday through Friday so that caregivers' requests for reimbursement are mailed within five (5) business days.
6. What documentation is required to process care voucher reimbursement? The caregiver will submit a completed and signed provider agreement and record of respite service(s). Both the caregiver and care provider must sign and date each document.
7. Does the fiduciary agent need to follow up with the caregiver if the documentation is not complete? No, the family consultants are responsible for all communication with the caregivers. The fiduciary agent will need to contact the family consultant if documentation is incomplete or missing.
8. Who will submit the required documentation for reimbursement to the fiduciary agent? The family caregiver is primarily responsible however often times the family consultant assists with the submission of documents.
9. Who is responsible for reviewing and approving reimbursement requests? The fiduciary agent.

10. How long is a respite voucher valid for? Will this period be consistent or determined on a case-by-case basis? Caregivers generally have 90 days to use their awarded respite vouchers and an additional two weeks to submit the documented request for reimbursement. The time the caregiver has to use a voucher decreases daily after March 15, because the fiduciary agent must receive requests to process for reimbursement no later than June 15th. Awarded vouchers are only valid during the current state fiscal year which runs from July 1 to June 30.
11. What steps should the fiduciary agent take if the Excel workbook does not include the respite voucher reimbursement request received? The Project CARE family consultant is responsible for awarding respite vouchers and recording the voucher in the workbook in a timely manner. The fiduciary agent and the family consultant will need to communicate directly about any discrepancies they identify.
12. What reporting is required from the fiduciary agent to receive monthly reimbursements? The fiduciary agent will receive a workbook of monthly invoices to submit the monthly invoice to the DAAS Project CARE Director (by mail with original signatures or digitally during the pandemic) for reimbursement by the DHHS Office of the Controller. DAAS must receive the fiduciary agent's final June request for reimbursement no later than the 10<sup>th</sup> day of the preceding month (by July 10<sup>th</sup>).
13. Is there ARMS use associated with this program? The Project CARE family consultant is responsible for collecting and entering client data in ARMS.