

Innovations Waiver Service Options

Trillium offers two options for individuals receiving services through the N.C. Innovations Waiver:

- **Provider-Directed Supports**

The provider is in charge of hiring and managing staff. You depend upon the provider to carry out the services in your individual support plan (ISP).

- **Individual & Family-Directed Supports**

You and your family have more control over the way your services are provided by directing them yourself. You, your family, or the legally responsible person directs services. You may decide to self-direct one or all of the eligible services you receive through the N.C. Innovations Waiver. There are two models for you to choose under this option:

- **Agency with Choice Model**

You partner with the provider to supervise or manage support workers.

- **Employer of Record Model**

You, your family, or the legally responsible person supervises or manages support workers.

Other Terms to Know

Financial Support Services: provided to individuals choosing Employer of Record model to assure the use of funds outlined in ISPs are managed and distributed properly.

Representative: a trusted person who assists you with directing your services.

Commonly Asked Questions

Can I change back to Provider-Directed Services if I don't like Individual & Family-Directed Supports?

Yes, you may change your mind and stop Individual & Family-Directed Supports at any time by letting your Care Manager know. Your services will return to Provider-Directed Services model.

Can I choose to self-direct some services?

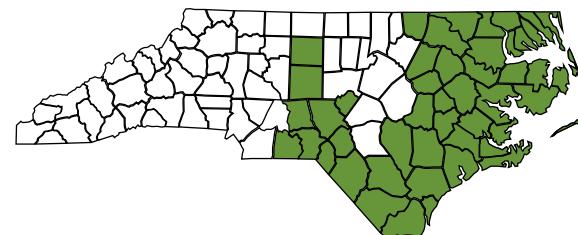
You may choose to direct one or more services. The services you do not choose to self-direct will be directed by a service provider you select.

What are the advantages of Individual & Family-Directed Supports?

- You decide what services and supports you need.
- You have more freedom and control over your services and supports.

Where can I get more information?

Visit our website at
TrilliumHealthResources.org
or call our Member and Recipient Service Line at **1-877-685-2415**.



Trillium Health Resources Corporate Headquarters

201 West First St. Greenville, NC 27858

Member & Recipient Services

1-877-685-2415

Behavioral Health Crisis Line

1-888-302-0738

Nurse Line

1-877-685-2415

TrilliumHealthResources.org

Trillium Health Resources oversees serious behavioral health, traumatic brain injury, and intellectual/developmental disability services in North Carolina. Trillium helps individuals with Medicaid or state funding for their care through the Trillium Tailored Plan and NC Medicaid Direct. For those on the Trillium Tailored Plan, we cover physical health care and pharmacy services as well. Trillium complies with applicable federal civil rights laws and does not discriminate, exclude or treat people different based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

You can get free materials in large print and other auxiliary aids and services. Call **1-877-685-2415** (TTY/TDD 711). If English is not your first language, free interpreter services are available. Call **1-877-685-2415** (TTY/ TDD 711).

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al **1-877-685-2415** (TTY/TDD 711). Si el inglés no es su primer idioma, servicios de interpretación gratuita están disponibles. Llame al **1-877-685-2415** (TTY/TDD 711).

中国人 (Chinese): 您可以申请免费的辅助工具和服务，包括本资料和其他计划信息的大字版。请致电**1-877-685-2415** (TTY/TDD 711)。如果英语不是您的首选语言，我们能提供帮助。请致电**1-877-685-2415** (TTY/TDD 711)。我们可以通过口头或书面形式，用您使用的语言免费为您提供本资料中的信息，为您提供翻译服务，并且用您使用的语言帮助回答您的问题。



Directing your own support services.

N.C. INNOVATIONS WAIVER

INDIVIDUAL & FAMILY-DIRECTED SUPPORTS



Transforming Lives. Building Community Well-Being.

Directing your own Services Through the Agency with Choice Model or the Employer of Record Model.

Deciding to Direct your Services

Self-Determination empowers individuals to gain control over selecting the services or supports that meet their unique needs. Individuals may direct some or all of the services that are provided through the North Carolina Innovations Waiver.

- Your Care Manager will provide general information on the models you can choose to use.
- If you are interested in learning more, your Care Manager will link you with Community Navigator services.
- The Community Navigator shares information about directing your services and offers training to learn the responsibilities.

At this point, you can make an informed decision about directing your services.

Role of my Care Manager

Whether through Trillium, an Advanced Medical Home Plus (AMH+), or a Care Management Agency (CMA), your Care Manager will provide an introduction to self-directed services and:

- Explain available opportunities for education through Community Navigator services
- Work with you to determine if you might benefit from a representative to assist with directing your services
- Update your Individual Support Plan (ISP) to indicate your intent to direct your services
- Assist you in choosing a Community Navigator agency and an Agency with Choice Service Provider or Financial Support Services Provider, as needed
- Complete the Individual & Family-Directed Supports Assessment that provides information about responsibilities involved in directing services

Role of the Community Navigator

Your Community Navigator is a great resource to help you learn the responsibilities related to directing your services. As you become more comfortable with directing your own services, the Community Navigator's services may decrease.

Here are some ways the Community Navigator may assist you:

- Provide training so that you become more knowledgeable about the model you have selected and your responsibilities as the Managing Employer (Agency with Choice Model) or the Employer (Employer of Record Model)
- Support you in your day-to-day responsibilities to direct your services (Agency with Choice Model) Help identify specific outcomes/goals in your ISP related to taking on more responsibility in self-directing services
- Provide support to you, your representative and support workers

Services you may Self-Direct

These services may be self-directed:

- Supported Employment
- Supported Living
- Community Living & Supports
- Community Networking Services
- Individual Goods and Services
- Natural Support Education
- Respite Services

Agency with Choice Model

Each Agency with Choice Service Provider must be approved by Trillium. These agencies must meet the qualifications for all N.C. Innovations Waiver services that may be self-directed.

Agency with Choice Providers:

- Partner with you to hire and manage your support workers
- Work with you to make sure your support workers have appropriate training
- Pay your support workers and handle all administrative duties of an employer



Employer of Record Model

For the Employer of Record Model, each Financial Support Services Provider must be approved by Trillium. These agencies must meet the qualifications for all N.C. Innovations Waiver services that may be self-directed.

Financial Support Services Providers:

- Pay your support workers and assist with administrative duties of an employer
- Provide information and reports to assist you in managing your budget

Steps to Directing your Services

Notify your Care Manager that you would like more information about directing services.

- Your Care Manager will provide an overview of the responsibilities involved in directing services.
- Your Care Manager will identify which of the following individuals is the Managing Employer or Employer, depending on the model you select:
 - You;
 - Parent of a minor member; or
 - Legally Responsible Person
- Your Care Manager will add the Community Navigator Services to your ISP and submit your plan for approval.
- Your Community Navigator will provide training so that you learn skills related to directing services.
- If you decide to direct your services, your Care Manager will complete the Individual & Family-Directed Supports Assessment with you.
- Your Care Manager will assist you to identify a representative if needed.
- Your Community Navigator will work with you to identify any goals for your ISP related to directing your services.
- Your Care Manager will make changes to your ISP to reflect your intent to direct services and submit for approval.
- Your Community Navigator will continue to be a resource to you as you take on the daily responsibilities involved in directing your services, as needed.