



**WELCOME
BOOKLET**



Welcome to ExpertCare

Thank you for the opportunity to get to know you and your family and entrusting us to provide services. We are pleased to enter this partnership with you. ExpertCare has a co-employment relationship with you. You are able to participate in the selection of your staff, day to day communication regarding the IPOS, safeguards, etc. and make the decision to end a staff's assignment from your home. As an agency, we are the actual employer and bear the responsibility of screening and interviewing, training the employees, taking care of payroll and insurance, and HR duties such as counseling or other disciplinary action. Even if you release a caregiver from an assignment at your home, they are still an employee of ExpertCare. This relationship depends on both parties doing their part and following Equal Employment Opportunity Commission (EEOC) hiring laws. We need to work together to make this the best experience possible for you or your loved one.

Please take a few minutes to look over this packet. It provides information about ExpertCare and our processes of finding staff. It also includes your role in the process and your responsibilities in our partnership. Please call our office with any questions or concerns.

Sincerely,

The ExpertCare Staff

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About ExpertCare

ExpertCare is a non-medical home care staffing agency that has been providing support throughout Southeast Michigan since 1991. With the combined professional expertise in staffing and human resources, ExpertCare is dedicated to hiring, training, and managing caregiver professionals. We provide services to children and adults with intellectual, developmental, behavioral, and physical disabilities.

Our core purpose of “Helping People Succeed” is our guiding principle.

Our Mission:

Empower individuals to reach their full potential by delivering essential person-centered services.

We Believe:

In the value and worth of all people; and that all people, with or without disabilities, have the same inherent value and fundamental human rights.

Community services should be individualized, flexible, and responsive to the changing needs and desires of persons with disabilities and their families.

Community services should be designed to assist all persons with disabilities to live, work, socialize, and participate in leisure activities in typical neighborhood and community environments.

Community services should actively promote the development of relationships and social networks between persons with disabilities and members of the community, including family, friends, co-workers, and neighbors.

We have created a company where each employee not only understands our mission, core purpose and core values, but embraces them with each decision and action that is carried out.

ExpertCare is led by a professional team that works diligently to ensure the care provided to each client lives up to company and family expectations.

Contact Information

Location 210 Town Center Drive, Troy MI 48084

Phone (248) 643-8900

Emergency Phone (248) 229-3088 (**Monday-Friday before 8am or after 4:30pm and weekends**)

Fax (248) 740-3505

Business Hours:

8:00a.m. until 4:30p.m. Monday - Friday

Website: www.expertcare.com



Facebook: www.facebook.com/ECareMichigan



Instagram: ExpertCare

Staffing Process

We work together to find the best caregiver for you or your loved one. If you know someone that you would like as a caregiver, you can have them contact ExpertCare to learn more about our hiring process. You can also select from our pool of trained caregivers. To help ensure the best care possible, everyone we hire goes through the same screening process.

The screening process for all applicants includes:

- Behavioral Interview
- Background checks
- Motor Vehicle Report (MVR)
- Office of Recipient Rights check
- Central Registry Clearance (CRC)

Once the screening process has been completed, all caregivers must complete the new hire training process prior to starting on an assignment. Caregivers can begin working once they have successfully completed this process and the authorization from the core provider agency is in place.

If you are selecting from our pool of caregivers, we ask that you take an active role in the process. It is important for the recipient to participate in the selection process of their caregiver.

As you are helping choose staff to work for you or your family, it is important to keep in mind that as part of the team selecting the caregiver you must also follow employment laws. Selection of caregivers must be without regard for any protected characteristic under federal and state EEOC laws. These include race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), age, national origin, disability, and genetic information (including family medical history), height, weight, childbirth or related medical condition, familial status, marital status, or veteran status. You cannot base a decision on these characteristics, nor may you ask questions to get information on these topics.

We follow all the following steps to find a caregiver for each case:

1. ExpertCare will call you with information about a caregiver we feel will be a good fit for you or your loved one.
2. You then have two options:
 - A. You call and speak with the caregiver. If all goes well, set-up an interview time with the caregiver.
 - B. We can directly set up an interview time for you by working with both you and the caregiver for compatible times. You do not need to make the initial phone contact.
3. At the interview, you have the opportunity to ask questions and get to know a little about the caregiver. (See Interview Tips)
4. After the interview, please contact ExpertCare and tell us if you would like the caregiver to work with you and a possible schedule if you have selected the candidate.
5. We will call the caregiver and tell them whether they have been selected and what the next steps will be to get started.

If you do not select a caregiver you interview, please tell us what influenced your decision. This information helps us find a better match for you the next time.

Interview Tips

The recipient should be present for the interview if possible. This will allow you to see how the caregiver interacts with them.

Have some interview questions ready, below are ideas or suggestions of interview questions you may want to use. This is just a guide; you are free to add your own questions, delete questions, or change questions as long as they comply with the EEOC laws outlined on page 4. The “Questions Specific to Your Needs” will change with every case. These are just some examples of how you can make the interview specific to your needs.

Possible Interview Questions:

- What experience do you have providing direct care?
- What two qualities do you possess that make you successful at this type of work?
- What is the most challenging thing you have experienced in this type of work?
- Without giving me the recipient’s name, please tell me about a time you had to redirect a recipient’s behavior.
- How has your attendance been at other jobs?
- If I were able to speak with a recent family you worked with or previous employer, what would they say about you?

Questions specific to your needs:

- My son sometimes yells at others when he is upset with himself for not being able to make himself understood. What would you do if he yelled at you for no reason? What would you do to help him communicate?
- My child is very shy and takes a while to get used to new people. What would you do at the beginning to help make my child comfortable with you?
- One of my goals is to learn to cook for myself. Do you know how to cook? Can you follow a recipe? Will you help me plan and cook a meal?

Before Services Begin

Before you begin services, we ask that you fill out, sign, and return these forms:

1. Staff Request Form

- This helps us know what you need from the caregiver and ensures we have the necessary emergency contact numbers.

2. Service Acknowledgement Form

- This form indicates your understanding of the restrictions as to who can be paid staff. It also acknowledges that you will notify us if there is a change in guardianship.

3. Privacy Notice Acknowledgment

- This is ExpertCare’s HIPAA policy that protects your confidential information.

4. Recipient Rights Policy Acknowledgment

- This form tells you about ExpertCare’s Recipient Rights policies.
- These are the same rights explained in the “My Rights” booklet you received from the CMH. This form must be signed annually.

- “My Rights” booklet can also be found on our website www.expertcare.com.

5. Allocated Authorized Hours

- This acknowledges your understanding that staff must not work more than the hours that Community Mental Health has authorized and ExpertCare has communicated.

6. Authorized Signature(s) for Digital Timesheets

- This gives us a signature for fraud controls when reviewing the authorized signature on the hours your caregiver submits each week.

7. Authorization to Disclose Protected Health Information

- This form allows us to receive the recipient’s protected health information, allows you to authorize us to release that information to the individuals you specify on the form, and gives us authorization to communicate electronically.

Services We Provide

Person Centered Planning:

The services we provide are based on the Person Centered Planning meeting you attended with a representative of CMH. In the meeting you talked about goals, obstacles and what you want to do with your life. We follow the plan that was created from this meeting. To further help you have options, you have the final say in who works with you, ending a caregiver’s services with you, and in choosing the schedule you need.

General Information:

ExpertCare provides CLS and / or Respite services for Community Mental Health (CMH) recipients. The core provider you receive services from authorizes us to provide these services and decides the amount of service we can provide.

Both services we provide are on a one-to-one basis and face-to-face basis. This means that the caregiver can only be responsible for the recipient and the recipient must be with the caregiver for these services. No services can be provided if the recipient is not there. Any other minors in the home or setting should have another adult who is responsible for them.

Respite Services:

Respite services are provided to give the main, unpaid caregiver a break. Respite is not intended to be provided on a continuous, long-term basis where it is a part of daily services that would enable an unpaid caregiver to work elsewhere. Services can’t be utilized during normal school hours, as applicable. This is true for all days the recipient is scheduled to be in school, including sick days, suspension, etc.

The main, unpaid caregiver is usually the parent or guardian of the person who receives services. They are the adult in the home responsible for the care of the recipient. This person cannot be paid to provide services for the recipient.

During this time the caregiver does not have to be working on CLS goals. The caregiver’s first and foremost concern is the health and safety of the recipient. The caregiver also provides companionship and assistance needed during this time.

Respite care may **NOT** be provided by parents of a minor beneficiary receiving services, spouse of the beneficiary served, beneficiary's guardian, or an unpaid primary caregiver of the person receiving services.

CLS (Community Living Supports):

The Michigan Medicaid Manual says that CLS services include:

1. Prompting, reminding, observing, guiding and/or training the recipient in the following activities:
 - Meal preparation
 - Laundry
 - Routine, seasonal, and heavy household chores and maintenance
 - Activities of Daily Living (i.e., bathing, eating, dressing, personal hygiene)
 - Shopping for food or other necessities of daily living
2. Staff assistance, support and/or training with activities such as:
 - Money management
 - Non-medical care
 - Socialization and relationship building
 - Participation in regular community activities and recreation opportunities (i.e., attending classes, community events, volunteering, voting)
 - Attendance at medical appointments (if stated in the IPOS)
 - Reminding, observing and/or monitoring of medication administration
 - Staff assistance with preserving the health and safety of the recipient for them to reside or be supported in the most integrated, independent community setting

CLS is NOT:

1. Transportation to and from medical appointments
2. Babysitting, respite, or chore services
3. "Cleaning" **CANNOT** be considered CLS unless the recipient is directly involved, and it is written in the IPOS as a goal.
4. CLS services **CANNOT** be provided when the individual is asleep, unless medically necessary and specifically stated within the IPOS.
5. Services **CANNOT** be utilized during normal school hours, as applicable. This is true for all days the recipient is scheduled to be in school, including sick days, suspension, etc. This includes homeschooling, online classes, or virtual school times.

If you or your loved one receives CLS services, our caregiver will work with the recipient of services on the goals in the Individual Plan of Service (IPOS). This is the plan that was created with your input in a meeting with your Supports Coordinator, Case Manager, Therapist, or other CMH staff.

Your caregiver will help by observing, monitoring, assisting and/or supporting, with the goals you helped to create. Our staff must work on these goals during hours they are billing as CLS. If you no longer have a copy of your IPOS, please contact ExpertCare or your Supports Coordinator/Case Manager.

Some people receiving CLS services have chosen community integration as one of the goals in their Plan of Service. Please work with your CMH Support Coordinator, the caregiver, and other resources

to identify activities that do not require an admission fee for the caregiver. As a reminder, if an admission fee is required the recipient cannot pay for the caregiver.

CLS services can NOT be provided by spouses of individuals receiving services, parents of minor children receiving services, and guardians of persons receiving services, including co-guardians (other restrictions may apply based on county guidelines).

Any changes in guardianship MUST be disclosed in writing to ExpertCare.

Non-Medical Care

Although our staff does complete a variety of trainings to provide your loved one the best care possible, they do not receive medical training. In order to keep your loved one safe, we ask our staff to only work within the confines of their training. In the event of an emergency, the caregiver (as trained in CPR), may provide cardiopulmonary resuscitation until a medical response team arrives. The caregiver is certified in First Aid and within these guidelines, can administer assistance to your loved one. We ask that any other medical assistance needed be provided by a trained medical practitioner or a family member.

Caregivers are able to provide medication reminders, but cannot dose or dispense medication. Please contact ExpertCare with any questions you may have regarding this matter.

Your Responsibilities

Digital Time Reporting

To ensure your loved one receives all the care they are entitled to, we ask you to participate in verifying the caregiver's reported time. Each shift they work, staff is responsible for clocking in, clocking out, and entering supporting documentation into the HHAeXchange app. After each shift the caregiver will present the HHAeXchange app to the guardian, or other recipient authorized signer, for a signature to verify the times the caregiver clocked in and clocked out for their shift.

For recipients receiving services in Macomb County:

- The guardian **must** sign off on the visit if they live in the home with the recipient.
- If the recipient is their own guardian, they must sign off on the visit.
- If there is a Power of Attorney or another adult in the home that would like to verify hours, they may sign also.
- For **Child Waiver** cases the paper data logs supplied by the Supports Coordinator is required to be completed, signed for each day worked, and faxed or emailed to us each week.

Please carefully review the hours worked for each shift for accuracy.

ExpertCare requests that you keep a calendar with times the staff worked for verification purposes. This is a very important part of our partnership. Billing for the wrong service or for hours not worked are considered Medicaid fraud. ExpertCare takes Medicaid fraud seriously and does everything we can to prevent it. If fraud is ever suspected, we suspend the caregiver and investigate the matter thoroughly. If there is a preponderance of evidence that fraud was committed; we turn the case over to the Office of the Inspector General, the caregiver is separated from employment with ExpertCare, and the funds are recovered from the caregiver.

We need your help to assure that all hours reported are accurate. ExpertCare periodically completes quality checks and will verify reported times with the authorized signer. Please be sure to return our calls in a timely manner so we can complete this verification process. We want to work with you to ensure that all billing for funds is accurate. Call our office if you suspect or identify inaccurate digital time reporting.

We appreciate your contribution and encourage you to call our office with any questions.

Continuation of Services

ExpertCare must have a valid authorization and Individual Plan of Service (IPOS) to provide to services. Please be sure to keep in contact with your Support Coordinator about renewing your authorization and IPOS prior to them expiring. In the event the authorization expires, your services will need to be placed on hold until we receive the approved authorization and IPOS. ExpertCare will communicate when services can resume.

Caregiver Training Requirements

ExpertCare considers training vital to providing the best care and keeping the recipient safe. In order to do this, employees of ExpertCare are required to obtain and maintain training credentials in the following: Blood Borne Pathogens, Recipient Rights, First Aid and CPR certification, and CMH organization specific trainings. ExpertCare offers these classes free of cost throughout each month. We make an effort to schedule your staff's training classes around staff's work schedule but in some instances, your staff may be required to change their work schedule in order to remain compliant with training. Other trainings may be required depending on the case and different organization requirements.

Medicaid requires that all staff receive the following training:

- Blood Borne Pathogens (updated annually)
- CPR (updated biannually or upon expiration)
- First Aid (updated biannually or upon expiration)
- Recipient Rights (updated annually or upon expiration)

In addition, our staff also receives training on:

- | | |
|----------------------------------------------------------------------------|----------------------------------------------------|
| -Behavior Modification | -Fraud, Abuse & Waste |
| -Body Mechanics | -General Caregiver Responsibilities |
| -Cultural Competency | -HIPAA |
| -Deficit Reduction | -Limited English Proficiency |
| -Developmental Disabilities/ Severely Emotionally Disturbed/Mental Illness | -Philosophy of Gentle Teaching |
| -Environmental Emergencies | -Responding to Medical and Non-medical emergencies |
| -Fall Prevention | -Therapeutic / Crisis Interventions |

In the event your caregiver's training(s) expire, they will be placed on hold and unable to provide services until they renew the training and is approved by ExpertCare to return to work.

Complaint Process

To provide the best service possible to you and your family, please contact us at any time if you are not satisfied. Follow the steps below to report and resolve any issues.

1. Call the office and speak to the recruiter assigned to your case. If that person is unavailable, please ask to speak with any other recruiter. In the event you are unable to speak with someone immediately, please leave a message. You will receive a return phone call within one business day.
2. The recruiter will work with you to resolve any concern or problem. If the recruiter cannot find a resolution within 5 business days, they will elevate the matter to a manager.
3. If you are unhappy with the resolution, you may ask to speak to a manager. If you are not able to speak to a manager immediately, your message will be returned within one business day.
4. If the manager is unable to adequately resolve the issue within 5 business days, they will ask you if you want to file a formal complaint.
5. A formal complaint may be filed at any time during the process, by emailing complaints@expertcare.com or you can anonymously report by calling our main number 248-643-8900.
6. Formal complaints will be handled by a manager or a member of our executive team. They will work with you to find a resolution.

Accessing Your Record

A recipient or recipient authorized representative can access the portions of your medical record that are collected and stored by ExpertCare. This includes but is not limited to the shift notes made by the caregiver.

To access your record:

1. Submit a request in writing to either examine or obtain a copy of the record. The request must be signed and dated within 60 days of the date submitted to ExpertCare.
2. Within 30 days ExpertCare will make the record available for examination at our Troy location during regular business hours or will provide a copy of requested information to the recipient.

Gifts or Additional Money

We have found that when the right match is made between caregiver and recipient, close bonds are often developed. Because of this, recipients/families may want to give gifts or money to the caregiver as a thank-you. The Recipient's Rights office has a policy safeguarding money and property of the recipient. This policy asks that each agency providing services have a policy that prohibits staff from accepting gifts or money from the recipient. When you think an employee is doing a great job, please share this with them and let ExpertCare know how pleased you are. ExpertCare will recognize the caregiver for their great work! Telling the caregiver how much they have done to help you and your loved one is a great way to show heartfelt appreciation.

House Rules

It is important when someone works in your house that they understand the house rules. Please go over the house rules with the recruiter assigned to your case. You can also send us a copy so that we can go over them with the caregiver. Please clarify the following points with the caregiver during the interview or during their first shift.

- Specify rules on where to park vehicles, use of television/computer/stereo/air conditioning, etc.
- List instructions or limitations on use of microwave, stove, and refrigerator.
- List home security issues (e.g., when are doors to be locked and windows locked).
- Indicate transportation guidelines and where the caregiver may take your loved one for an outing, as identified in the IPOS.
- Indicate your expectations for interacting with other family members.
- Make it clear that caregivers may not bring or invite other individuals to your home.
- Inform caregiver of the procedure they should follow when responding to visitors in the absence of family members.
- List areas of the home that are off limits.

Please have a written plan of emergency for the caregiver to follow. The procedure should be detailed, listing all contact names and phone numbers, and medications the recipient is taking. If needed, please have a copy of the medical insurance information available.

ExpertCare staff have been informed that cell phone use is only allowed for ExpertCare business or in cases of extreme personal emergency during working hours. Staff are prohibited from having any family, friends, pets, or visitors come to your home or visit during working hours, including drop off/pickup from a shift.

ExpertCare Staff Attendance Policy

ExpertCare wants to ensure that the recipient receives all the authorized services they are allowed. In order to do that, we need your help. Our staff is expected to be reliable for the recipient. As we are not at the day-to-day worksite, we are not able to monitor the staff's attendance by ourselves. We depend on you to let us know if staff is late for a shift or misses a shift. If a pattern of absences or tardiness develops with our staff, it could be grounds for dismissal with ExpertCare. Please notify ExpertCare anytime your caregiver is tardy or absent so we may work together to ensure you have adequate coverage.

After Hours Contact Number

In the event of an emergency after hours or on the weekend, please contact: (248) 229-3088

For questions or concerns not requiring immediate response, please call (248) 643-8900 during regular business hours.



Recipient Rights Information

ExpertCare is a provider agency which services Community Mental Health Agencies and their affiliates. When you and your family went through intake at your local CMH, you received a booklet outlining Recipient Rights. You should also receive one of these booklets at your annual Person Centered Plan meeting. Each ExpertCare staff is trained in those rights to ensure the recipient will be protected from rights violations while they are receiving services and support from our company.

The mission of the Recipient Rights office is to provide rights protection services to all citizens who are applying for, or receiving services through county mental health authorities, thus ensuring that mental health services are provided in the spirit of personal and individual rights. The Recipient Rights office is responsible for Training, Problem Solving, Prevention, and Monitoring.

We encourage you and your family to learn more about the Rights of the recipient. Please contact your local Recipient Rights Office for more information.

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| <u>Genesee County (GHS)</u> Office of Recipient Rights 420 West Fifth Avenue Flint, MI 48503 (810) 257-3710 | <u>Livingston County</u> 2280 E. Grand River Ave. Howell, MI 48843 (517) 861-6074 | <u>Macomb County (MCCMH)</u> Office of Recipient Rights 19800 Hall Road Clinton Township, MI 48038 (586) 469-6528 |
| <u>Oakland County (OCHN)</u> 5505 Corporate Drive Troy, MI 48098 (248) 858-1795 | <u>Washtenaw County</u> 555 Towner Ypsilanti, MI 48198 (734) 219-8519 | <u>Wayne County (DWIHN)</u> Office of Recipient Rights 707 W. Milwaukee Detroit, MI 48210 (313) 344-9099 ext. 3249 |