



DELAWARE HEALTH AND SOCIAL SERVICES

Delaware Division of Medicaid & Medical Assistance

DHSS DIRECT SUPPORT PROFESSIONALS (DSP) RECRUITMENT AND RETENTION PAYMENTS FREQUENTLY ASKED QUESTIONS UPDATED AUGUST 25, 2022

This document was prepared to communicate responses to frequently asked questions (FAQs) posed by managed care organizations (MCOs), provider agencies, and other interested stakeholders as Division of Medicaid & Medical Assistance (DMMA) prepares to implement recruitment and retention payments targeted at direct support professionals (DSPs) serving Medicaid beneficiaries. This activity was approved as part of the American Rescue Plan Act Home and Community-Based Services (HCBS) Spending Plan. As additional questions are received, this document will be modified and updated as information becomes available.

Q No.	Question	Response
Information Related to MCOs		
1	What is the MCO's responsibility in ensuring recruitment and retention payments are made?	The MCOs must accept the invoices from each provider agency; complete due diligence and coordination with each other, DDDS, and DSAAPD to ensure that a DSP only receives one payment; and complete appropriate tracking documents to submit their own quarterly invoice to DMMA. Following implementation, once payments are made, the MCOs are required to complete any post-payment review or audit processes to ensure payments were made only once to those DSPs eligible for a payment.
Information Related to DSPs		
2	What is the definition of a DSP?	DSPs are defined as individuals employed by an agency who provide supervision, training, and/or hands-on assistance with activities of daily living and/or instrumental activities of daily living within the context of the following services: adult day services, attendant care, chore services, community-based residential alternatives that include assisted living facilities, companion services, day habilitation, homemaker services, home health aide, personal care, residential habilitation and respite (in-home). Information regarding Self-Directed Attendant Care (SDAC) and Self-Directed Respite DSPs is included in a section below.



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3	What is the number of DSPs estimated to receive payments?	Across delivery systems, it is estimated that 2,600 DSPs will be eligible for recruitment payments and 7,850 DSPs will be eligible for retention payments. Additionally, approximately 2,900 SDAC DSPs will be eligible for retention payments. The total estimate of DSPs to receive payments is 13,350.
4	What are the DSP eligibility requirements to receive a payment?	DSPs must work an average of 25 hours per week supporting Medicaid beneficiaries in the previous month. A DSP is considered to be eligible for a single retention payment if they were employed prior to April 30, 2021. A DSP is considered to be eligible for the one-time series of recruitment payments if they were employed on or after May 1, 2021.
5	Can a DSP receive both a retention and recruitment payment?	No. A DSP is eligible to receive only one type of payment, either the recruitment payment OR the retention payment.
6	What is the “payment schedule” referred to in the provider agency attestation to the draft model invoice?	For DSPs eligible for a retention payment, there is no payment schedule, as it is a one-time payment. For DSPs eligible for a recruitment payment, this payment is paid in three parts according to the following payment schedule: <ul style="list-style-type: none"> • \$500 is paid after completion of initial training and 90 days of work; • \$250 is paid after completion of six months of work; and • \$250 is paid after completion of one year of work.
7	Must a DSP be employed for a certain length of time after the provider agency makes the payment?	No. There is no requirement for a DSP to remain employed with the provider agency once the payment is made. In regards to the recruitment payments that are paid in three parts, the DSP must remain employed for the minimum required time to earn each part of the payment.
Information Related to Provider Agencies		
8	Is the \$1,000 total payment to be the total gross payment or the total net payment?	The total gross payment made to each DSP will be \$1,000. An additional 15% (\$150 per individual DSP payment) will be paid to cover provider agency administrative costs (\$1,150).
9	Is a provider agency required to pay 100% of the payment to the DSP?	Yes.



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10	Can a provider agency decline to participate in the recruitment and retention payments program?	No. This initiative is part of the American Rescue Plan Act HCBS Spending Plan and is intended to support the HCBS workforce. Provider agencies cannot opt out of the recruitment and retention payments program.
11	What happens if the provider agency does not submit reporting information and invoice to the payers by the 15 th of the month for the previous month? Does the provider agency forfeit the right to be reimbursed for the payments made that month?	If a provider agency does not submit reporting information and invoice to the payers by the 15 th of the month for the previous month, the payers should consider this information as a submission for the following month. For example, if a provider agency submits an invoice for October payment on November 20, this payment would be made for December, no later than December 31. The provider agency does not forfeit the payment but the payment will be delayed to the following month.
Information Related to Self-Directed Attendant Care (SDAC) and Self-Directed Respite DSPs		
12	Is it accurate that the criteria for payment includes attendants hired <i>prior</i> to April 30, 2021 and presumably still working in the program, and <i>do not include</i> attendants started in the program <i>on or after</i> April 30, 2021?	Yes, in order to be eligible for a retention payment a SDAC or Self-Directed Respite DSP must be employed prior to April 30, 2021, and still working within the program. SDAC or Self-Directed Respite DSPs hired after April 30, 2021, are ineligible for retention payments.
13	Does work by an included attendant need to have been consistent since that attendant started for a household employer or are attendants that may have had employment gaps but are currently working at least 25 hours per week included?	After additional consideration and given the nature of self-directed care and the variability of an individual's needs, DMMA has determined that for SDAC and Self-Directed Respite DSPs consistency of hours worked is more important than the 25 hour per week average. Therefore, SDAC and Self-Directed Respite DSPs are not required to work the 25 hour per week average in order to be eligible for retention payments but must be working for the member on a consistent basis.
14	With regards to all attendants hired before April 30, 2021: is this since inception of the program in 2011? Or is this reflective of the pandemic timeframe (up until March 2020)?	Any SDAC or Self-Directed Respite DSP who is hired before April 30, 2021, could be eligible for the retention payment.
15	Would an SDAC or Self-Directed Respite DSP still need to be actively working? For example, if they are still an active attendant but have not logged hours in X amount of weeks or months, etc., would they qualify?	Yes, an SDAC or Self-Directed Respite DSP would need to be active (still working) in the program in order to be eligible for the retention payment.



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16	Are retention payments considered taxable income?	Yes, retention payments are taxable. If the selected group is “active 2022 caregivers”, then it will fall in line with existing tax processes by agency for this year. SDAC and Self-Directed Respite DSPs must be active at present and employed by April 30, 2021, to be eligible for retention payments.
Other		
17	What other agencies are sponsoring retention and recruitment payments?	DDDS and DSAAPD are the only agencies aside from DMMA that will sponsor recruitment or retention payments to DSPs serving Delaware Medicaid beneficiaries.
18	Has DDDS or DSAAPD made any payments to date?	DDDS began making recruitment payments in February 2022. DSAAPD has not yet made any payments as of April 20, 2022.
19	What is the new timeline for DSP payments?	The DSP payments should be made between August 1, 2022 and June 30, 2023.
20	What is the contact information for the State employees handling oversight of DDDS and DSAAPD recruitment and retention payments?	DDDS: Darlene.Sturgeon@delaware.gov DDDS: Adam.Gaskill@delaware.gov DSAAPD: Alexis.Teitelbaum@delaware.gov DSAAPD: Molly.Merrill@delaware.gov