



Locating and
Working with a
Service Facilitator



What is a Service Facilitator?

A “Service Facilitator” is a Medicaid-enrolled provider who is responsible for:

- Supporting you (or your family member / caregiver when he or she is acting as an employer on your behalf), by ensuring the development and monitoring of the Consumer-Directed Services as described in your services plan (companion, personal assistance, and/or respite services);
- Providing you with training on how to be an effective employer; and
- Completing ongoing services review activities as required by you and the Department of Medical Assistance Services (DMAS).



More specifically, a Service Facilitator:



- Makes sure that you are signed up for the services you need, that these services are on your service plan, and that the services are approved and preauthorized.
- Helps you develop your service plan.
- Reviews the Consumer-Directed (CD) Employer Manual and this Self-Direction Easy Speak Questions and Answers document with you and your family or caregiver, as appropriate.
- Trains you on the tasks required of an employer, including how to fill out required paperwork.

You may discuss your employer concerns and questions with the Service Facilitator at any time.

The Service Facilitator must be an enrolled Medicaid provider, but **cannot** be:

- You;
- Your spouse;
- Your parent, if you are a minor; or
- A family member or caregiver who is also the CD employer.

Locating a Service Facilitator

If you use the HIV / AIDS, DD, or MR / ID Waiver, your case manager can provide you with a current list of Service Facilitators that serve the geographical area in which you live.

If you use the EDCD Waiver, the people who screened you for the Waiver are required to provide you with a current list of Service Facilitators that serve the geographical area where you live.

DMAS also posts a listing of all Medicaid-enrolled Service Facilitators in the dropdown category box named “Consumer Directed Services Facilitation” at http://www.dmas.virginia.gov/provider_search.ASP.

Some Tips for Locating a Service Facilitator

- Some Service Facilitators serve more than one locality. If you cannot locate one in your county or city, consider looking in the area around you (for example, Northern Virginia, Tidewater, etc.).
- If you have a choice of one or more Service Facilitators, do not be afraid to ask questions of the Service Facilitators before you choose one. For example, look for a Service Facilitator who best understands your disability and the challenges it presents, who you believe would best protect your confidentiality, and who will be a good listener and responsive to your concerns. Make sure that the service facilitator you choose has experience with developing and monitoring consumer-directed services.

Working With a Service Facilitator

- ✓ Establish clear expectations about how and when your service facilitator will perform the activities required.
- ✓ Maintain an open line of communication in good times and bad.
- ✓ Do not be afraid to ask for help in finding or keeping employees.
- ✓ If your medical condition changes, ask for suggestions about how to secure training for your employees on how to address any new procedures.

Other Related Resources

Systems Transformation Grant Website:

<http://www.hhr.virginia.gov/Initiatives/SystemsTransformation/>

Easy Access:

<http://www.easyaccess.virginia.gov/>

SeniorNavigator:

<http://www.seniornavigator.com/vaprovider/consumer/snConsumerHome.do>

2-1-1 Virginia:

<http://www.211Virginia.org/211provider/consumer/index211.do>

No Wrong Door:

<http://www.seniornavigator.org/vaprovider/consumer/snArticle.do?contentId=24268>

Disability Navigator:

<http://www.disabilitynavigator.org/vaprovider/consumer/indexDisabilityNavigator.do>

