



# Frequently Asked Questions

1-866-786-4999 (toll-free)

“Participant” means older persons and individuals with disabilities, including children, who meet the eligibility criteria and who have been allocated to receive services and support through the program. Where participants are minor children or have cognitive impairments, the term also includes families (e.g., any relative, significant other or recognized surrogate decision-maker).

---

**Q. How can individuals qualify for Mi Via?**

**A.** The participant must meet the Medicaid financial guidelines and need a medical level of care, as determined by the State.

---

**Q. Who is the leader in Mi Via?**

**A.** The participant is the leader. He/she decides if family members or any other persons should be involved.

---

**Q. What services are included?**

**A.** The participant decides what services he/she needs. This means the participant may choose to buy any services, supports or goods if those services, supports or goods:

- Help the individual to meet his/her functional, medical and/or social needs and live life successfully;
- Help the individual to reach the goals he/she has set for himself/herself;
- Are not prohibited by Federal and State laws and regulations, including the State's Procurement Code;
- Are not available through another source; and
- Do one or more of the following:
  - The service or item would make it easier for the individual to do things that are hard because of his/her disability;
  - The service or item would increase the individual's safety in his/her home environment; and/or
  - The service or item would lessen the individual's need for other publicly funded services.

---

**Q. How much funding is available for services and who decides how it will be spent?**

**A.** The amount of funding available to the participant is determined by the State. The participant's consultant will have this information and will be able to tell the participant how much money he/she has to spend. The participant decides how to spend the amount of funding available. If the participant believes this amount is not sufficient to meet his/her needs, he/she will be able to request more.

---

**Q. Who can help the participant develop a plan and budget?**

**A.** The participant decides what services he/she needs and develops a Service and Support Plan and Budget with the assistance of the consultant and anyone else the participant wants to be involved, such as a family member or friend.

---

**Q. Who hires the service workers and decides what to pay them? Who pays the workers?**

**A.** The participant decides what workers to hire and how much to pay them. The Mi Via Financial Management Agent (FMA) will pay the workers based on the approved budget, and will handle other employer responsibilities for the participant.

---

**Q. Who can help the participant with implementing the State-approved plan and budget?**

**A.** The participant's consultant can help to implement the approved Service and Support Plan. The Mi Via FMA will help implement the approved budget by paying the participant's workers and keeping track of expenses.

---

**Q. How much flexibility and control will the participant have about services?**

**A.** The participant directs his/her services. Participants will have flexibility and control over the types of services and supports they purchase, who will provide the services, where and when those services and supports will be received, and how much the workers are paid.

---

**Q. What learning and training activities are included?**

**A.** The participant will receive information about Mi Via and how it works from multiple sources: his/her consultant, one-on-one learning and peer support. Individuals may also study on their own, using the State agencies' websites, Mi Via Participant Guidebook, worksheets and other materials.

---

**Q. How long does it take to receive benefits under Mi Via?**

**A.** For participants who are currently in a waiver program it takes approximately 60 days to transfer to Mi Via. For individuals who are newly eligible for waiver services and have chosen Mi Via, it takes approximately 90 days to start receiving benefits.

---

- 
- Q.** Is it true that a spouse or parent of a minor child can be paid to provide supports to his/her respective spouse or child in **Mi Via**? What is the approval process?
- A.** Yes, a legally responsible individual (parent of a minor child and spouse) may be paid to provide Mi Via Waiver services under extraordinary circumstances in order to insure the participant's health and welfare and avoid institutionalization. Extraordinary circumstances include the inability of the legally responsible individual to find other qualified, suitable caregivers when the legally responsible individual would otherwise be absent from the home and, thus, must stay at home to ensure the participant's health and safety. Additionally, it is possible that the legally responsible individual has special skills and abilities to enable him/her to meet the unique needs of the participant. Hiring of a legally responsible individual must be approved by the Third Party Assessor (TPA) prior to beginning and being paid for providing services. If the TPA has questions about the request to hire a legally responsible individual, the State Tri-Agency Council would review the request and make a decision. The Consultant Contractor Agency, Consumer Direct Personal Care (CDPC), has a form for the participant to complete to make the request and justify the need for approval to hire the legally responsible individual.

- 
- Q.** Who helps the participant carry out his/her responsibilities as an employer?
- A.** The Financial Management Agent (FMA) provides much assistance to the participant in this area. Public Partnerships, Ltd. (PPL) is the contracted FMA. PPL helps the individual complete the necessary paperwork, sets up an individual account for the participant, makes expenditures that follow the approved Service and Support Plan (SSP), and handles all payroll functions on behalf the participant who hires employees to provide services, including collecting and processing timesheets of support workers; and processing payroll, withholding, filing and payment of applicable Federal, State and local employment-related taxes and insurance. Additionally, PPL conducts criminal background checks, and confirms service providers' credentials/licensure or other qualifications as necessary, and assists participants in verifying worker citizenship.

- 
- Q.** Are traditional waiver providers still able to serve people who choose **Mi Via**? If so, what is the provider application process for **Mi Via**?
- A.** Yes, a Mi Via participant can purchase services from any current traditional waiver provider. There is no special application process; however, there is a short provider/vendor agreement form that must be completed and submitted to the FMA before payment can occur.

---

**Q. Do children on Mi Via also have to use services provided by the Salud managed care organizations per the EPSDT program?**

**A.** Yes, the same requirements that apply to other waivers also apply to the Mi Via Self-Directed Waiver. Services covered by the Medicaid State Plan, such as EPSDT services like nursing and physical, occupational and speech/language therapies, cannot be covered by Mi Via, nor can services covered by Medicare, other third parties, or education, home-based schooling and vocational services.

---

**Q. What safeguards are in place for participants in the Mi Via Self-Directed Waiver?**

**A.** First and foremost, the participant is responsible for insuring his/her own health and safety. In the planning process, the participant identifies risks and how they will be addressed, develops an emergency back-up plan when regular support staff are not available, and develops a list of emergency contacts. The participant's consultant assists the participant in risk identification and provides information and assistance in reporting abuse, neglect or exploitation to the appropriate agencies. The FMA monitors and reports any unusual expenditure and is available to assist the participant as well. The TPA reviews each SSP thoroughly to insure that the participant's health and safety needs are addressed adequately. Finally, if a participant purchases services from a traditional waiver provider or other licensed entity, existing regulatory safeguards also apply.

---

**Q. Is the tax-free stipend that some family living providers receive available under Mi Via?**

**A.** All Mi Via providers, including family living providers who are hired or otherwise under contract with Mi Via participants, must pay all applicable Federal and State taxes.

---

**Q. How can I go on Mi Via when I cannot do what my case manager does for me?**

**A.** In Mi Via, your consultant can help you to plan how to meet your needs. In addition, if you need the intensive assistance that a case manager would provide, you can hire an individual case manager or a case management agency to provide the service, or you may have a friend or family member who could help you.

---

**Q. Can I still go on Mi Via if I get confused and do not understand what I should be doing?**

**A.** Yes, a system of support is available to assist you with self-directing under Mi Via. You are not alone. Your consultant can help you to understand Mi Via and to develop and implement your SSP and Budget. The FMA agent will help you by paying your service workers, according to your approved SSP and Budget, and handles all employer-related functions, such as collecting and processing timesheets of your workers, processing payroll, withholding, filing and payment of applicable Federal, State and local employment-related taxes and insurance.

---

**Q. When I complete my SSP and there is money left over in the budget can I spend it later?**

**A.** You can spend the balance of your budget within the remaining time of the current SSP.

---

**Q. When I go through the Medicaid Waiver recertification process, if I have not spent all the money that was available to me during the year, will my total budget decrease for next year?**

**A.** Your budget for next year will be based on your needs, not on what you have spent in the previous year.