

## Frequently Asked Questions

### **What is a CMA and what are its responsibilities?**

The CMA is your case management agency, an agency which assists in the coordination of care for the participant. When you initiate the process of becoming a CLASS client you will select a CMA and be assigned to a case manager within that CMA. Their responsibilities include:

- Coordinating service planning (including adaptive aids and minor home modifications), service coordination and monitoring
- Convening IDT meetings
- Development of the Individual Service Plan
- Assure services are aligned with the goals and needs of the participant
- Assist in identifying appropriate non-waiver resources
- Crisis intervention
- Advocacy
- Safeguarding individual rights

### **What is a DSA and what are its responsibilities?**

DSA is an acronym for direct service agency. It means your home care agency for CLASS services. When you are notified that you have come off the waiting list you will select a direct service agency at the same time you select a case management agency. The agency will then assign you to a program director. The agency is responsible for:

- Delivery of home and community-based services to participants. These services must first be identified and included in the Individual Service Plan.
- Participating as a member of the Interdisciplinary Team.
- Recruit, credential, coordinate and manage the employees and contractors who will provide services to the participant.
- Once adaptive aids or minor home modifications are authorized, assure that the items are provided, and verify satisfaction with the AA or MHM.
- Report any changes to the case manager and the participant's physician if appropriate.

## **Who are the Participants and what are their responsibilities?**

Participants are people receiving CLASS services. They are also called CLASS clients. They are responsible for:

- Participating in the planning of their care and/or treatment, including identification of family members and other who provide additional support and assistance. An important part of this is the involvement of the participant in setting service goals and objectives which will help the participant reach maximum potential.
- Responsible for obtaining physician approvals for therapies so that care is not delayed or interrupted.
- Responsible for assisting in obtaining physician signatures on documents such as the level of care and the annual authorizations for service.
- Responsible for letting both the CMA and the DSA know of changes in physicians.
- Responsible for letting both the CMA and the DSA know of address changes or new telephone numbers.
- Assisting the case management agency and the direct service agency in the development of their annual service plan by expressing their needs and how those needs can best be met through the CLASS program.
- Assisting as possible in the recruitment, hiring, orientation, training, supervision and evaluation of their attendants. This includes using the DSA as a mediator in conflict resolution.
- Treating those who provide care with respect.
- Cooperating with the CMA and the DSA in defining, setting goals and achieving independence within the community to the degree possible.
- Learning the rules of the CLASS program.

