

## HCBS NON-AGENCY DIRECT CAREGIVER WORKFORCE RETENTION INCENTIVE

### Frequently Asked Questions

**Q. What does Home and Community Based Services (HCBS) mean?**

**A.** HCBS are services that are delivered to people who need some type of support for daily living in an environment that is home and community based.

**Q. I am related to the person I provide care for. Am I eligible?**

**A.** You are potentially eligible for this incentive **IF**:

- You are an enrolled QSP, and the service is authorized by a case manager from the Aging Services Division or;
- You are an enrolled employee of Self-Directed Services through Veridian, the fiscal agent for Self-Directed services.

Family caregivers who are not formally enrolled as described above are not eligible for the retention incentive.

**Q. Is the retention incentive considered income to the person who receives it?**

**A.** Yes. The incentive funds will be reported on either a 1099 or W-2 Federal Tax form, depending on your situation.

**Q. Will I be required to pay back the incentive at any point?**

**A.** No. As long as the applicant follows program guidelines, there is no requirement for repayment.

**Q. How long will this program be available?**

**A.** The incentive is available January 1, 2022, through June 30, 2023, or until all funds are spent.

**Q. How will I know when the funds are no longer available?**

**A.** When all of the funds for this incentive are spent a notice will be posted on the Department's website.

**Q. Are there any rules about what I can use the money for?**

**A.** No. There are no requirements related to how you ultimately use the funds. This incentive is income to you as an eligible caregiver.

**Q. How will I receive notice of eligibility?**

**A.** You will receive communication from the ND Department of Human Services. You will be required to return a form if you wish to opt-in to the incentive.

**Q. Can I apply after the deadline?**

**A.** There is no specific deadline. An eligible applicant can opt-in anytime during the timeframe in which the program is operating (January 1, 2022 – June 30, 2023); however, be aware that the funds will be allocated based on a first come first serve basis.

- Q. If I work for more than one client, am I eligible for this incentive for each client?**  
**A.** No, this incentive is limited to one per caregiver/QSP, not per client.
- Q. If I work with a different client each quarter, will I still receive the incentive for the quarter?**  
**A.** Yes, you do not have to work for the same client each quarter to qualify for the incentive.
- Q. How do the payments work?**  
**A.** Payments will be issued once per quarter. A caregiver may receive up to 4 payments of \$525 within the 6 eligible quarters.
- Q. Is there a length of time I must work within the quarter for it to qualify for the incentive payment?**  
**A.** No. As long as you've been paid for work done within the quarter, you will be eligible for the incentive for that quarter.
- Q. How will you verify I have worked within the quarter?**  
**A.** If you are a self-directed caregiver, DHS will verify that services were provided through payroll data provided to the fiscal agent. If you are a QSP, data will be verified through MMIS and Therap.

**QSP Specific Questions:**

- Q. How do I find out if I am an enrolled QSP?**  
**A.** You are an enrolled QSP if you have a provider ID assigned to you or if you are billing for service authorized by an Aging Services HCBS Case Manager .
- Q. I am not currently a QSP but would like to become one. What do I do to enroll?**  
**A.** Enrollment handbooks and instructions can be found here: [Providers Adults and Aging: Services: Department of Human Services: State of North Dakota](#). If you have questions about enrollment, contact the QSP Resource HUB at [ndqsphub.org](http://ndqsphub.org) or 701-777-3432
- Q. I am waiting on the renewal of my QSP Enrollment? I know I have to be in good standing to be eligible. What are my options?**  
**A.** If you have submitted your information and are awaiting on processing, your account is still considered to be in good standing. Please make sure you have followed up on any outstanding requests for information. As long as all of your information has been submitted, your account is considered in a pending status (i.e., "good standing").