

Family Paid Caregiver Pilot Program

Frequently Asked Questions

Program Criteria:

Q1. What is the family paid caregiver pilot program?

- A.** A state funded pilot program that will provide payments to family caregivers who provide extraordinary care to eligible individuals enrolled in a Medicaid 1915 (c) waiver.

Q2. How long will the pilot program be available to use?

- A.** Funding approved from Senate Bill 2305, during the 2025 Legislative Session, is available to use until June 30, 2027.

Q3. Does the passage of Senate Bill 2305 allow for additional participants to enroll in the pilot program?

- A.** Senate Bill 2305 provides funding to extend the Family Paid Caregiver Pilot Program for an additional two years with an increased reimbursement rate. While the bill does not specifically authorize new enrollments, applications may be processed in the order received as funds become available.

Q3. Who is eligible for this pilot program?

- A.** Participants must meet all the following criteria:
- enrolled in a Medicaid 1915c waiver (Autism Spectrum Disorder Waiver, Medically Fragile Waiver, Children's Hospice Waiver, Developmental Disabilities Traditional IID/DD Waiver);
 - support needs are not otherwise compensated through other services available in a 1915c waiver or Medicaid State Plan; and,
 - assessed needs meet extraordinary care.

Q4. What does "enrolled in a waiver" mean?

- A.** A person is considered enrolled in a waiver when they are actively using a waiver service, as shown by that service being authorized in the person's plan.

Q5. Is there an age requirement for participants?

- A.** No. This pilot program is available to all participants enrolled in one of the qualifying 1915c waivers.

Q6. What is extraordinary care?

A. Extraordinary care means care exceeding the range of activities that a legally responsible individual would ordinarily perform in the household on behalf of the applicant or eligible participant without extraordinary medical or behavioral needs and is necessary to assure the health and welfare and to avoid institutionalization of the applicant or eligible participant in need of care.

Q7. Who is a family caregiver?

A. A legally responsible individual who lives with and provides daily care(s) to the applicant. This may include, but not limited to a biological or adoptive parent, non-entity custodian, guardian, or spouse.

Q8. Can the family caregiver still have employment outside of this pilot program?

A. Yes. The family caregiver would be able to be employed and partake in this pilot program if found eligible.

Q9. Do waiver services need to be utilized to remain eligible for the Family Paid Caregiver pilot program?

A. Yes. Participation in the pilot program requires enrollment in a 1915(c) waiver. To be considered enrolled, the person must be actively using a waiver service, as shown by that service being authorized in the person's plan.

Application:

Q10. Who can apply and what is the process for applying?

A. The applicant or legally responsible individual may apply within the Family Caregiver Portal. Once the application is reviewed, the applicant or legally responsible individual will receive an assessment to complete. This self-assessment will aid in identifying the extraordinary needs of the applicant. This application is valid for 1 year.

Q11. If the eligible participant lives in more than one household can both family caregivers enroll in this pilot program?

A. Yes. Both family caregivers are eligible if the pilot program requirements are met.

Q12. Will a background check be required?

A. The family paid caregiver will be required to submit the Child Abuse & Neglect Background Inquiry (SFN 433), however no criminal background check is required.

Q13. If I am providing care to more than one person in my household, am I able to receive payment for each?

A. No. This program is limited to one per household.

Q14. Is there a deadline to apply for this pilot program?

A. There is no specific deadline as applications will be reviewed as they are received. The number of participants and funding is limited and once those limits have been exhausted, applications will no longer be approved.

Q15. Will I need to reapply for this pilot program?

A. Yes. The initial application and assessment are valid for 1 year. If the eligible participant and legal decision maker wish to continue past the initial year, they will need to reapply prior to the expiration of the approved application and assessment. **The annual application will be sent by email prior to expiration.**

Q16. How will I know if I am approved?

A. A letter of determination will be sent by secure email to the email address provided on the application.

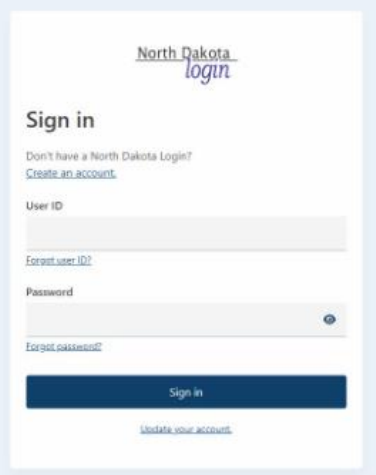
Portal:

Q17. What is the Family Caregiver Portal?

A. A secure web-based system that will provide the applicant or legally responsible individual access to the application, communication, authorizations, and payment requests.

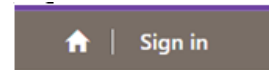
Q18. How do I access the Family Caregiver Portal?

A. The portal is available on our website: hhs.nd.gov/family-paid-caregiver-pilot-program. If you already have a North Dakota Login account (*pictured below*), you will be able to use that User ID and password to access the portal. A new account can be created if you do not wish to use the same account, however, a different email address will need to be used.

The image shows a screenshot of the North Dakota Login portal. At the top, it says "North Dakota login" with "login" in a larger, stylized font. Below that is a "Sign in" heading. A link "Don't have a North Dakota Login? Create an account." is provided. There are two input fields: "User ID" and "Password". Below the "User ID" field is a link "Forgot user ID?". Below the "Password" field is a link "Forgot password?". At the bottom is a blue "Sign in" button and a link "Update your account."

Q19. What are the steps to submit an application in the Portal?

- A. **Step 1** - On the [Portal](#), click Sign in at top right corner of the webpage.



**If you do not have a North Dakota Login account, you will need to create one.*

Step 2 - Once signed in, there will be a “Dashboard” where the information for the [family caregiver](#) will be entered.

Step 3 - Next, go to the “Individuals” tab and click on “Add Individual”. Enter information for the person who would be receiving care. Submit this.

Step 4 - Finally, go to the “Applications” tab and click on “Add Application”. The individual that was created will be able to be selected in the drop down to complete the application. Once submitted, “Submitted” with a date and time shown to verify the initial application has been completed for that person.

If applying for more than one person in the household, go back to Step 3 and 4 to enter information and an application for each person who will be applying.

Payment:

Q20. What is the rate of payment?

- A. As of July 1, 2025, the daily rate of payment is \$162.73.

Q21. How do payments work?

- A. Once an authorization has been created, the family caregiver will be able to submit daily requests for payment through the Family Caregiver Portal ([see Q17 above for how to access the Portal](#)). The maximum number of days the family caregiver can claim is five days per week (Sunday 12:00am – Saturday 11:59pm). The authorization will be valid for up to six months and may be reissued for an additional six months.

Guidance for requesting payments will be included via email once a payee account has been successfully created.

Payments will be issued two times a month according to the defined payment schedule listed [on the website](#).

Q22. How do I know what days I am able to request payment for?

- A. If the eligible participant was in your care that day, you are eligible to submit a request for payment within the program guidelines. The maximum number of days the family caregiver can claim is five days per week (Sunday 12:00am – Saturday 11:59pm).

Q23. If a 1915 (c) waiver service is used on a given day, can payment still be requested through the Family Paid Caregiver pilot program?

A. No, not in all cases. A legally responsible individual shall attest annually that they will not seek reimbursement for extraordinary care through the pilot program on days when other 1915(c) waiver services are paid by the department.

If 4 hours or more of a 1915(c) waiver service or Medicaid State Plan service (Personal Care and Private Duty Nursing) is used in a single day, a payment request cannot be submitted for that day through the pilot program.

The following 1915(c) waiver services would be considered duplication if 4 or more hours is provided:

- In-Home Supports
- Respite
- Day Habilitation
- Prevocational Services
- Small Group Employment
- Individual Employment
- Community Connect
- Family Care Option

Q24. If more than one household is authorized to provide care, how do payments work?

A. The maximum number of days that can be claimed between all approved households for the eligible participant is five days per week (Sunday 12:00am – Saturday 11:59pm). If the family caregivers both provided care on the same day, they will need to decide which family caregiver requests payment for that day. If there are duplicate requests for payments on the same day, both will be denied.

Q25. What happens if I missed the due date for requesting a payment according to the payment schedule?

A. A request for payment may be submitted after the missed due date and payment will be issued on the next scheduled payment date.

Q26. Is this considered income for the family caregiver?

A. Yes, you will receive an IRS 1099, and this income may impact other benefits you may be receiving. It is the family caregiver's responsibility to report this income as appropriate. **Please refer to your tax professional for any assistance with filing taxes.**

Q27. What happens if I don't request payment?

- A. If a request for payment is not submitted for thirty calendar days, the family caregiver will be notified. If an additional thirty calendar days pass without a request for payment, the service may be terminated due to inactivity.

Q28. Will I be required to pay this back at any point?

- A. If it is discovered that there is intentional deception or misrepresentation made by the applicant or family caregiver, the funds may be required to be paid back. **Per Senate Bill 2305, caregivers shall attest that they will not request reimbursement on days when other 1915(c) waiver services or Medicaid State Plan services are paid by the department. If payment was received for days when 4 hours or more of these services were used, repayment may be required.**

Q29. If the pilot program ends or the participant/family caregiver has been terminated, how long do I have to request payment?

- A. You would have 15 calendar days to submit that final request for payment.

Quality Assurance:

Q30. How will the Department monitor services?

- A. Face-to-face visits will be completed by your current waiver case manager at a minimum of every six months. These visits may coincide with already occurring face-to-face visits. This will ensure that the plan of care/plan for supports is monitored adequately, and the participant's needs are met by the family caregiver.

Q31. If a denial, revocation, or termination is received, what are the options available to me if I disagree with the decision?

- A. An Informal Conference, which is a less formal approach to resolving the disagreement, may be requested to review the process that was used to determine the eligibility for the program. Requesting an Informal Conference does not take away the right to formally request an appeal.

Another option would be to formally request an appeal. However, it is not appealable if one of the following reasons has been given per Senate Bill 2305:

- Funding has been exhausted for the pilot program.
- The applicant is no longer eligible for a Medicaid 1915c waiver.
- The application has been withdrawn.

Q32. Who can request an informal conference and/or appeal?

- A. The applicant, eligible participant, or family caregiver.

Q33. How do I request an informal conference?

- A.** The request to have an informal conference can be submitted in written or verbal format to the Program & Policy Manager at 1237 W Divide Avenue, Suite 1A Bismarck, ND 58501, by calling Toll Free: 800-755-8529 or 701-328-8930, or by emailing familycaregiver@nd.gov. The request to have the informal conference must be made within ten (10) calendar days of the date of this letter.

Q33. How do I request an appeal?

- A.** A request for an appeal must be submitted within thirty (30) calendar days of the notice issued. **The request may be submitted by telephone, on-line, mail, in person, or other commonly available electronic means.** You may represent yourself in an appeal hearing or may use legal counsel, a friend, or other spokesperson.

Appeals Supervisor, Legal Division
North Dakota Department of Health & Human Services
600 East Blvd Avenue - Dept 325
Bismarck ND 58505-0250
Phone: (701) 328-2311 Toll Free: (800) 472-2622
ND Relay TTY: 711
Fax: (701) 328-2173
dhslau@nd.gov

Q34. Who do I contact if I have questions?

- A.** Any questions can be submitted to familycaregiver@nd.gov.