



## COVID-19 Emergency Changes for Consumer-Direction

*Regarding parents of minors and spouses becoming temporary paid attendants.*

- 1. Can I (the parent) be paid to care for my minor child (under 18)?**  
**Yes, but only as a temporary attendant under the COVID-19 allowances.**
- 2. Can I (the spouse) be paid to care for the adult member (18 or older)?**  
**Yes, but only as a temporary attendant under the COVID-19 allowances.**
- 3. Will my packet still be processed within 48 to 72 hours?**  
**The standard onboarding process will not change. All packets are processed within 48 – 72 hours.**
- 4. Will the new Attendant have to have same background checks?**  
**Yes, DMAS requires completed background checks; we will follow the current process.**
- 5. Are EORs allowed to serve as attendants?**  
**An Active EOR cannot serve as an attendant while still the EOR.**  
**If an EOR wishes to become an attendant, they must find a new EOR and complete new packets.**
- 6. How do I enter my time worked as the attendant?**  
**You enter time worked through an approved Electronic Visit Verification (EVV) method (Download the ACES\$ CellTrak EVV app), EVV-IVR, or through the ACES\$ Online portal. This requires both the Employer and Attendant creating ACES\$ Online accounts and entering time manually. Employers can monitor, review, approve and edit visits through ACES\$ Online.**
- 7. Am I able to be paid more than 40 hours a week?**  
**An approved live-in exemption form is required to work more than 40 hours. The plan of care should be followed.**
- 8. Can I collect unemployment as an attendant since I am not able to work?**  
**Please direct all unemployment questions to Virginia Employment Commission (VEC) for the most up to date answers. (<https://www.vec.virginia.gov/>)**
- 9. What if an attendant is unable to find a notary to get both the CBC & DSS forms notarized?**  
**There may be mobile notaries available (<https://www.mobilenotary.com/>), as well as banks, UPS (United Parcel Service), the postal service (please inquire at your local post office), health departments, and other resources as well. *Please call each resource first.***
- 10. Is this process of paying parents of minor children and spouses of the consumer retroactive?**  
**No, the effective date of this process is 04/20/2020. No dates worked prior to this date will be paid. Developmental Disabilities (DD) and Commonwealth Coordinated Care (CCC) Plus Waivers: Provider Flexibilities Related to COVID-19**
- 11. Once the pandemic is over, can parent/spouse continue to be the paid attendant?**  
**No. Parents and spouses are temporary workers and will not receive pay once this pandemic is over.**