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.

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.