

# Transcript for Corporate Compliance Training

## Consumer: Doreen

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Susan: Have you ever had the experience of being hospitalized since you've been on this CDPAS Program?

Doreen: Yes, I have, and that was also an experience where I remembered the compliance, and I explained that to the aide. They were very disappointed that they couldn't come to work, but it was important that they know that they could not do that. I could not let them go home to get my or keys or do anything for me—even if I needed clothing I had to call in for a neighbor or a friend to come and help because that was not part of the program. You know they may have been disappointed, but when I did interview I remember bringing that up. They also read that in the pamphlet that they get. They get a packet for an interview, and it does explain everything, but that does need to be reiterated. Sometimes I would try to sit with the aid maybe once every six months and go over the program so that they understand what kind of program it is. Recently one of my aids felt that what I asked her do was not her job. So I actually had to go and find the paper work that was filled out by the nurse that gives the actual timing of the different chores and the different chores that are allowed, and I had to show her that this is part of the plan so there was no argument there. I was surprised because I hadn't been questioned about anything before, and I didn't ask her anything unusual to do. So it was very helpful to have that information.

Susan: Let's talk a little bit about what you've already gotten into, as a consumer you have certain responsibilities to make sure for instance that your CDPA's have met the Department of requirements. They have to have a physical and TB test every year. Do you want to talk a little about that.

Doreen: Yes, there are times when I've forgotten that it was due, and thankfully they were reminded by Long Island Center of the timing of when compliance is due, and gives them a little bit of time to get these things done, but it is absolutely a requirement if they want to work, that's what they have to do. You know, I basically follow-up on when. . .I have more than one aide that's working for me part-time so it's my job to follow-up on that, and so far we haven't had any issues with any of that, but it is a good system, and it's something that's part of the job so it's explained to them when they come for the interview that this is mandatory.

Susan: If you could explain how you make sure that your aides don't work more than you're approved. I think we mentioned that you're approved for 35 hours a week, and if you have more than one person working how do you keep track of that.

Doreen: Well I have to keep on top of looking at the hours and making sure that they're doing the proper hours. If there is anything that takes us longer to then we do have to arrange their hours differently in the days to come so that the hours are not used up or gone past the amount of hours that the aids are suppose to work. Because I have two or three people working a week, it's a little bit more work for me to keep on top of it, but that's my job. I have to be the director; I have to be in charge. It's, you know, for my comfort, for my safety and so far the individual that I have working for me this time they are all very bright people. They are lovely people. They have no problem with

compliance, and they actually do a good job of monitoring themselves so I'm very fortunate. But, I haven't had that fortune along with the whole program (while she's been a consumer). I had to learn along with a lot of mistakes to know that I'm the one who has to set that direction that we're going in. I'm the one who has to make sure that we're in compliance. It all falls on me, but that's the beauty of the program. I always wanted to be my own boss so in this way it keeps me feeling that I'm independent, and that's really the whole point of having this program is to maintain an individual's independence. So far myself, I'm laid up in bed most of the time, and you know I'm not able to get out of the house so in my case, my home is really important. It's important to have things working right and able to service me properly because I spend so much time at home it's, you know, I try to do things that are fun for me since I can't really get out and having a safe environment makes everything happen. So I'm lucky to have the personal care aides help me to prepare food. I do actually marathon cooking so I like to do a lot of meals at once we can put them in the freezer, and I can have them whenever I need them especially since I have strange hours because of sleep disturbances. So all of this makes a world of difference, and it was great to find people who were on board with helping me with my needs. I respect them; they respect me, and it just works out beautifully.

Susan: Let's talk a little bit about some things that the sometimes the consumers and the CDPAs might not be aware can be considered fraud. One of them would be the sharing of their PIN numbers. What do you know about the aides PIN numbers.

Doreen: Well I found that out in the early stages of being a consumer, and we knew that it was not allowed, but I had been approached many times by many different people that I had hired trying to get me to call out for them using their PIN numbers, and

I said I don't want to know your PIN number; do not show me your PIN number, and it's really crucial that you keep that separate. That you do not need to know their information, you have nothing to with them getting paid except for them to sign in and sign out and be in compliance so that was very touchy for me. I didn't like it, and I didn't allow it so I had the person besides reprimanding them about that and giving them an education (about Medicaid fraud), if it was ever brought up again then I let them go.

Susan: And what do you think about our—we've always called it the "call-in system" now the technical term is the EVV System, and it's going to be mandated throughout the country starting January 1. Of course we've been doing it for years. How do you feel about it?

Doreen: Oh I think that's terrific because I couldn't imagine keeping track of anything. Before the system gave you the time on each individual for the day—how many hours they put in it was a little more difficult.