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Policies & Procedure

‘Assistants for Elderly and/or Disabled People’ policy

Service Providers have questions about Personal Care Assistant (PCA) income and the documentation a household may provide to verify their PCA status for EAP purposes. Commerce EAP discussed the general policy intentions at the 11/2/23 Service Provider update webinar. This policy update replaces the **Assistants for Elderly and/or Disabled People** section of the *FFY24 EAP Policy Manual*. The update clarifies the definition of a PCA, details income exclusions for PCA household members, and specifies how a person must verify their PCA status for EAP.

Assistants for Elderly and/or Disabled People

Some households have members who are a Personal Care Assistant (PCA) for another household member. The PCA member’s PCA income can be excluded from the household’s application if both of the following conditions are met:

- The PCA member qualifies as a PCA under Minn. Stat. § 256B.0659, subd. 11.
- The PCA income is earned from caring for a member of the PCA’s household.

To verify their PCA status, a PCA household member must provide wage statements from their PCA provider agency. Additionally, they must provide one of the following:

- A confirmation of enrollment from their PCA provider agency.
- A copy of the notice issued to their PCA provider agency pursuant to Minn. Stat. § 256B.0659, subd. 11(3).
- A PCA or CFSS/PCA Test Certificate. An example is shown below. Individuals may [look up](#) the certificate with the name and email address used to register for the test.



Certificate Lookup

Fill in the form below to find your certificate on file.

Email *

First Name: *

Last Name: *

Who does not qualify as a Personal Care Assistant?

The following individuals do not qualify as PCAs under Minn. Stat. § 256B.0659, subd. 11(c):

- Individuals caring for minors, including parents, stepparents, and legal guardians.
- Paid legal guardians caring for adults (note that the guardian may still qualify as a PCA if the guardian is not paid for the guardian services and otherwise meets the PCA requirements above).
- Spouses.
- Staff of a residential setting.
- Family foster care providers, except as otherwise allowed under the statutes.
- Live-in PCAs who own the EAP household's dwelling.

If a household member meets any of the above criteria, any PCA income they may have must be counted. For more details, see the **Income Inclusions and Exclusions** table below (or see Appendix 3A).

Assistants for Elderly and/or Disabled People policy Q&A

Q: What does the PCA or CFSS/PCA Test Certificate look like and where can someone get a duplicate test certificate? An example certificate is shown below. Individuals may [look up](#) the certificate with the name and email address used to register for the test.



Certificate Lookup

Fill in the form below to find your certificate on file.

Email *

First Name: *

Last Name: *

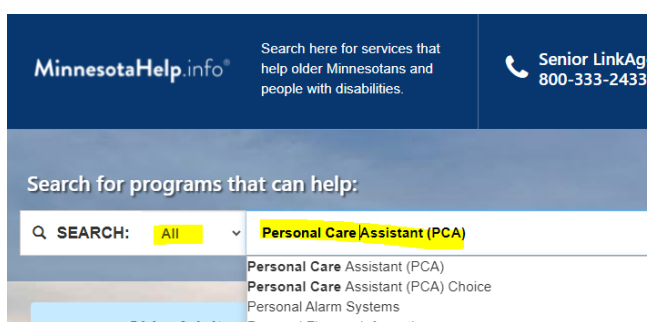
Q: What if a household claims to be a live-in PCA, but is unable to provide verification? An application should not be denied if the household fails to provide acceptable documentation to support the PCA status. Instead, count all income following EAP policy, unless verification is provided for exceptions.

Q: If the household member provides acceptable documentation, such as a PCA certification and wage statement during the EAP-eligibility period, and is the parent of the person receiving services, do we exclude their income? If the individual meets the definition as a household member but not that of a PCA, they are considered as a household member and all their income is counted, where applicable. Refer to the **Who does not qualify as a Personal Care Assistant** section above.

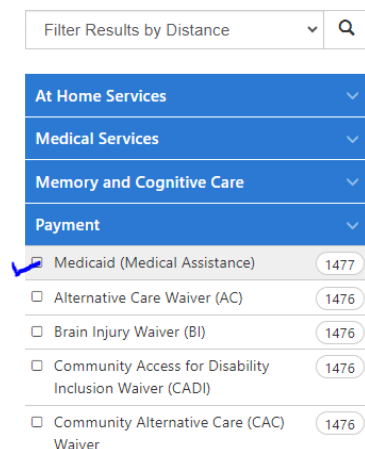
Q: If a person only provides the wage statements showing their income earned as a live-in PCA, can they still be considered a live-in PCA? No, the individual must have complete documentation verifying their status. The PCA Certification only supports the initial training requirement was completed. The confirmation of enrollment supports a PCA status was granted as of the date of the letter. Neither option alone supports the current PCA status, thus the wage statement is required. Only eligible PCAs can be paid using state Medicaid funds. Other waiver programs may provide in-home support options with federal Medicaid reimbursement that otherwise would not be covered under state Medicaid.

Q: How do I know if a wage statement is from an active/eligible PCA provider agency? To verify a PCA provider agency's status you may search for the agency at <https://www.minnesotahelp.info/>.

1. 'Search' field = 'All' and type 'Personal Care Assistant (PCA)' and the search button.



2. Select 'Payment' from the available filters. Click 'Medicaid (Medical Assistance)'. The results displayed show all PCA provider agencies actively eligible to receive PCA payments. This data is refreshed nightly.



Q: What if someone states they qualify as a PCA through a waiver or Consumer Directed Community Supports (CDCS) or other program providing in-home services? The definition of a PCA and the verification requirements are strictly defined. Any other income is counted, where applicable. See the Income Inclusions and Exclusions table below (Appendix 3A).

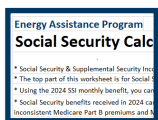
Q: What if the household has PCA income for both a member of their household and another? Only the PCA income for the work performed on a household member is excluded. Count any other income, including PCA income from work performed on non-household members, where applicable.

eHEAT enhancements - food support and earned income fix

Until recently, if households selected Food Support or Earned Income Credit as income sources for any household members on their online applications, those selections did not carry over into eHEAT.

Commerce fixed this issue so all future applications should carry over accurately. Additionally, Commerce corrected previously accepted online applications to indicate Food Support or Earned Income Credit, as needed.

Updated Social Security Calculation Worksheet



The [2023 and 2024 Social Security Calculation Worksheet](#) (Appendix 3E) is updated to reflect the Social Security Administration's cost of living adjustments (COLA) to 2024 Social Security benefits. It is available [here](#) and will be on the Toolkit shortly.

The COLA percentage will be updated in eHEAT's Supplemental Security Income worksheet this Friday, December 1.

Final FFY23 refunds reminder



Energy vendors must enter benefit refunds by December 1 for returned funds to go to the household's new vendor.

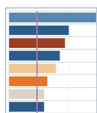
Service Providers will have until Friday, December 8 to move the funds to the household's new energy vendor. After that date, the household no longer has access to the money and the funds are returned to the U.S. Department of Health and Human Services. Encourage energy vendors to make refunds before this date if possible. Commerce sent several notices to energy vendors reminding them of the December 1 deadline.

Service Providers should receive refund notifications and can also check on and manage refunds under Payment Services > EAP Benefits tab and search **Refund Only: Yes**. Refunds are no longer processed or unprocessed. eHEAT automatically de-obligates refunds as soon as the vendor enters them. Service Providers can make a payment from a refund by selecting the refund/available EAP benefit and selecting the "Pay Remaining Benefit" button.

If a FFY23 payment goes to a new energy vendor account, Commerce must add the new information to the household's FFY23 eHEAT application. Send the following information to ehat.doc@state.mn.us:

- Household number:
- Energy vendor name and vendor number:
- Name on account:
- Account number:
- Fuel Type:

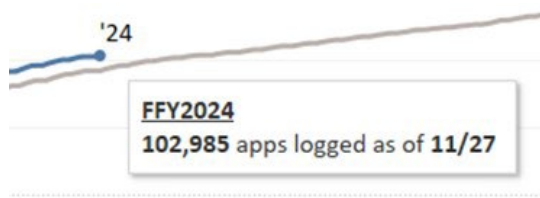
Dashboards and Tableau Reader



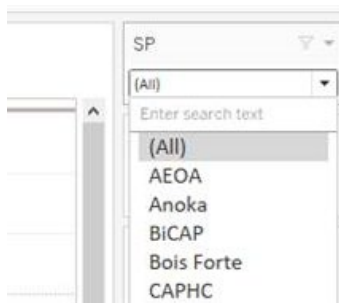
An FFY24 monthly dashboard is [here](#). It summarizes EAP program activity at a statewide level and for each Service Provider. It uses the following terminology:

- Apps “worked” are those that have reached Verified or Incomplete status. Apps “done” are those that have reached Eligible status or been denied.
- Terms like “days to done” refer to the average number of days it takes for an app to reach a particular status.
- “Workload” for crisis, ERR, and water is a ratio equal to total events divided by total approved apps.
- “ERR Done %” is the percentage of ERR tasks that have reached complete or invoiced status.

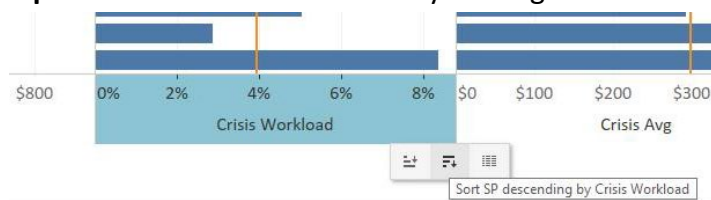
Tip #1: To see more information about a metric, mouse over it.



Tip #2: On the “Overview” and “Week-by-Week” tabs, you can filter the data to show a single SP.



Tip #3: You can sort bar charts by clicking an axis label and then clicking one of the sort icons.



To view the dashboard, you will need to download Tableau Reader. Tableau Reader is a free desktop application that allows you to open Tableau dashboards (.twbx files).

1. To download the software, visit the Tableau website: <https://www.tableau.com/products/reader>.
2. Click the 'Download Tableau Reader' button to begin the download.
3. Once download is complete, open the file and follow the on-screen instructions to install the software to your computer.
4. To open a file in Tableau Reader, click on File>Open and select the .twbx file you wish to view.

Key dates

- December 1 – Last day energy vendors can enter FFY23 benefit refunds in eHEAT
- December 8 – Last day Service Providers can redirect FFY23 benefit refunds to a household's new energy account. After December 8 all FFY23 refunds are sent to Commerce Fiscal.
- February 1 - *FFY24 Proactive Energy Self-Sufficiency Plans* are due

