



New Mexico  
Independent  
Consumer  
Support System

## Centennial Care – Self-Directed Community Benefits

### Nursing Facility Level of Care

Centennial Care members who have a Nursing Facility Level of Care (NFLOC) can get special services. NFLOC means that a member is medically eligible to get certain care and services that can be provided in a nursing home or in the community. Many NFLOC members also can choose to get care and services in their home or in the community setting that is not a nursing home. These services are called Community Benefits.

### Choosing Where and How to Get NFLOC Care and Services

Once you know you are eligible for NFLOC, your Care Coordinator will help you choose where and how to get your NFLOC care and services. You have three options for getting NFLOC care and services:

1. You can get care and services at home or in another community setting through an agency. This is called Agency-Based Community Benefits (ABCB).
2. You can get care and services at home or in another community setting and manage those services and providers yourself. This is called Self-Directed Community Benefits (SDCB).
3. You can get care and services in a nursing home.

### Self-Directed Community Benefits

If you can and want to, you can choose to manage your community benefits and providers yourself. If you choose this option, you will not use an agency to hire and schedule your providers and services. You must get ABCB for at least 120 days (four months) before you can choose SDCB. After that time has passed, your care coordinator will help you move from ABCB to SDCB. If you think you would like to have SDCB, tell your care coordinator. Your care coordinator can begin planning for you to move to SDCB when the time is right.

### How Self-Directed Community Benefits Work

The **Employer of Record (EOR)** will

- Hire care workers
- Set up their schedules
- Approve their time cards

Being the EOR is like running a business with workers. Your care coordinator will help you decide if you can or want to be the EOR. You may choose someone else, such as a spouse, adult child, or someone else you trust to be your EOR.



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### **SDCB Budget**

When you choose SDCB, you will have a budget for the services and goods you want. Your budget is the amount of money you have to spend in a year for your SDCB services and goods. Your care coordinator will show you what your budget amount is for the year. Your budget is based on the cost of care and services you had under ABCB. Or it could be the amount that rolls over to your Managed Care Organization (MCO) if you were already in SDCB with a different MCO.

Your MCO must approve your SDCB care plan before you can choose your services and goods. The SDCB services and goods you choose cannot cost more than your budget amount each month. If you go over your monthly budget, your care workers and providers may not get paid for those services.

### **Support Brokers**

After you choose your EOR and have your SDCB budget, your care coordinator will help you choose a Support Broker. You and your Support Broker will make a SDCB care plan. The SDCB care plan will describe the services and goods, how many services, and how and when to get them. For example, you may want nutritional counseling (help with forming a healthy diet). Your care coordinator would make a note in your SDCB care plan that you will work with a nutritional counselor for one day a week for two months.

Once your SDCB care plan is approved, you may start to get services. Your care coordinator and Support Broker will help you make any needed changes to your care plan over time. They also will help track the SDCB services and goods you get and make sure you do not spend more than your monthly budget amount.

### **Financial Management Agency**

The Financial Management Agency (FMA) is the company that your MCO works with to help SDCB members handle care workers and providers. The FMA for Centennial Care is Xerox. Xerox works with all four (4) Centennial Care managed care organizations to support their SDCB members. The FMA checks care worker and provider time sheets and makes sure they give you the SDCB services and goods they said they did. The FMA also pays all the SDCB care workers and providers. The FMA works closely with your care coordinator.