

Consumer Training Hot List

There are many topics covered during your Consumer training session and it is expected that you understand and adhere to all of them. The list below is some of the most important topics covered.

1. You are responsible for finding your own attendant as well as supervising and scheduling your attendant. If this is not something you want to do, talk to an Advantage representative about switching to the In-Home program.
2. You are responsible for making sure your attendant only submits time to Advantage that is covered by your authorization. For example: You are authorized for 80 hrs of services per month. Your attendant should only turn in 80 hrs., not 82 hours. They will NOT be paid for any additional time submitted.
3. Electronic Visit Verification is mandatory per Missouri Medicaid. It is your responsibility to make sure that your attendant is using it to clock in, clock out and enter task codes.
4. Your attendant cannot submit time for working while you are in the hospital or at a doctor's visit.
5. If your attendant is submitting time for hours that were not actually worked, this is considered Medicaid fraud. If discovered, you have the potential of losing your home care services. Please contact Advantage if you suspect that your attendant is committing fraud.