



VALLEY MOUNTAIN REGIONAL CENTER

Personal Assistance (PA) Transition

FREQUENTLY ASKED QUESTIONS

QUESTIONS RELATED TO SERVICE CODE 062

1. Why is my application for Service Code 062 being denied?

- Service Code 062 is for Personal Assistance (PA) services provided through an agency.
- Service Code 456 is for Participant-Directed PA services, where the individual, conservator or family chooses, hires, and manages their PA worker.
- The California Department of Developmental Services (DDS) clarified the use of these Service Codes and related rates as part of rate reform which included changes to service rates and Electronic Visit Verification (EVV) requirements.

2. Why was I able to have a PA directly through Service Code 062 before, but now I have to make a change?

- Approval of your application under Service Code 062 was made in error. VMRC is correcting the errors to be in compliance with DDS requirements.

3. What is the difference between Service Code 062 and Service Code 456?

- DDS established separate Service Codes and separate rates for PA services that depend on whether the services are provided through an agency or are selected by the individual, conservator, or family.
- Service Code 062 is for PA services provided through an agency.
- Service Code 456 is for Participant-Directed PA services, where the individual, conservator or family chooses, hires, and manages their PA worker.

4. What if I am already providing PA through Service Code 062, even though I was selected by the individual, conservator or family?

- Your Service Code and rate will be transitioned to Service Code 456.
- If you want to remain as a service provider under Service Code 062, you need to be hired by an agency that is vendored with VMRC. However, those agencies are responsible for all employment decisions, including hiring, training, and setting your rate of pay. Your rate of pay with an agency may be different than your current rate of pay. You will be required to work through an approved agency under Service Code 062.

5. What are my options if I am a parent and serve as a PA for my child?

- You may continue to provide PA for your child. You have three options:
 1. Apply under/transition from Service Code 062 to Service Code 456. This will also affect the rate paid.
 2. Get hired by an existing vendored agency. You can apply for employment with an existing agency approved to provide PA services. The agency is solely responsible for making all employment decisions, including hiring, and setting rates of pay.
 3. Restructure as an agency. This would involve establishing a registered business entity that meets state and federal legal requirements. After you complete this process, the application could be processed as Service Code 062.

6. Is VMRC sending notices of action (NOA) to consumers or families before making this transition?

- No. The individual served will not receive a Notice of Action because their PA services are not being denied, reduced, or terminated. The change is administrative only. The change is only how the service provider is vendored.

7. Where in regulation does it say I cannot be vendored directly as 062?

- Title 17, Section 58886 directs regional centers to use Service Code 456 for Participant-Directed Personal Assistant Services.
- DDS rate reform guidance and the rate model also clarify that Service Code 062 is intended for agency-provided PA services.
- This change is intended to bring vendorization of PA services into compliance with California law and DDS policy.

8. Does a Personal Assistant (PA) have to pass a background check to be hired by a 062 PA Agency?

- Yes. A background check is part of the hiring process for PA agencies.
- Each PA agency has its own hiring requirements. Individuals and families should review the hiring information provided by the agency.

9. Who should the PA talk with about this Service Code transition?

- If you choose to remain a Participant-Directed PA provider and have your Service Code transitioned to Service Code 456, your service coordinator will refer you to a vendored Financial Services Management (FMS) agency.
- If you choose to provide PA services through an agency, your service coordinator will refer you to a PA agency. The PA should reach out to the agency/FMS to ask about:

- What steps do I need to take to become an employee/provider?
 - What will my new rate of pay be?
 - How will my time sheet be completed and approved?
 - How often will I be paid?
 - When will I officially transition to the new provider?
 - What paperwork or documents do I need to provide?
 - Will there be a background check or other onboarding requirements?
- The PA agency or FMS agency can provide the most current information about its hiring and employment processes.

10. What happens if the current Service Code 062 service provider does not respond? Does the Service Coordinator (SC) just close the Purchase of Services (POS) and if so, does an NOA need to be sent?

- If a PA provider does not comply with the transition requirements, the PA provider may be subject to termination of its vendorization under Title 17, Section 54370.
- If this happens, SC's will work with the individual and/or family to help identify another option for receiving PA services which may include:
 1. A PA agency provider under Service Code 062; or
 2. Participant-Directed PA services through an FMS agency under Service Code 456.

11. If I am the PA, will my pay be affected by this transition?

- Yes. The transition will affect the rate currently paid to non-agency vendors using Service Code 062. The rates currently used were based on a rate model designed for agency-delivered services. Those rates included costs associated with operating an agency, such as administrative and overhead expenses.
- The rate and payment structure will depend on whether services are provided through a PA agency or through Participant-Directed services.

- You should contact a vendored FMS agency to learn about Participant-Directed rates for Service Code 456. You should contact the PA agency to confirm the agency rate of pay and payment process for Service Code 062.

12. If we go through an agency, will we be able to choose my PA and the hours?

- These service code changes do not affect days or hours of service as this is a planning team decision.

13. Do I have to start the vendorization process over to work for an agency?

- Yes, working for an agency will require you to apply to work for an agency with their employment requirements.

14. *What are the requirements for becoming an agency?*

- Hire and train Personal Assistant (PA) employee(s)
- Wages, Benefits package if applicable
- Develop and implement Human Resource policies and procedures as an agency.
- Business License (if required by local government)
- Liability Insurance of at least \$1,000,000 (Amount determined by your insurance broker)
- Electronic Visit Verification (EVV) Enrollment for PA employees
- Record keeping and reporting of employees and participants.
- Comply with Title 17 General Requirements for Vendors and Regional Centers [Cal. Code Regs. Tit. 17, § 54326 - General Requirements for Vendors and Regional Centers | State Regulations | US Law | LII / Legal Information Institute](#)
- Special Incident Reporting
- Program Design Development:
 - Organization Chart
 - Anticipated Outcomes
 - Staff Training
 - Intake Process

- Other topics to be included: As an agency, you are required to submit your request through the Department of Developmental Services (DDS), Provider Directory Portal.
 - This is the initial step in becoming a **Personal Assistant – Agency** <https://www.dds.ca.gov/initiatives/provider-directory/>

15. What if we want to go with option three, (Become a PA Agency) do we still need to apply with an agency?

- No

QUESTIONS RELATED TO FINANCIAL MANAGEMENT SERVICES AND SERVICE CODE 456

16. How does VMRC distinguish employer of record (EOR) responsibilities between 456 and 062?

- For EOR 456, families choose or refer their own provider, and they manage and coordinate scheduling.
- For 062, families do not have an identified provider but have access to the agency's providers, and the agency manages and coordinates scheduling.

17. Can I still work as an individual and not have to deal with an agency?

- No, 456 uses a Financial Management Services (FMS) Agency

18. How do we, as a PA, update to a 456? Is there a form we must complete and submit?

- Contact your Service Coordinator.

QUESTIONS RELATED TO SERVICE CODE 093 PARENT-COORDINATED

19. For the parent to coordinate what are the requirements?

- Complete a vendorization request using the Standard Vendorization portal <https://www.dds.ca.gov/initiatives/provider-directory/>.
- Includes completion of vendor packet.

20. Can the parent work directly with their child (consumer)?

- No, they are required to hire staff.

21. Does the 093 Service Code require vendorization?

- Yes, you must be vendored to be paid by the regional center.

QUESTIONS RELATED TO PAY, BILLING AND TAXES

22. How much will an agency be paying the PA once they hire through the agency?

- The Agency determines the rate of pay for the Personal Assistant.

23. If you change from 062 to personal directed services under 456, will taxes be taken out by the FMS?

- FMS will issue a W-2 if service code 456.
- Agency will pay you as an employee with taxes in payroll.

OTHER QUESTIONS

24. As a vendor Agency, can I provide services to more than one client (consumer) at a time?

- Yes, if you are a vendored Agency.

25. Do you have a list of employers we can choose from?

- Yes, you may go to the VMRC website on the Service Provider drop down for all Personal Assistant resources here:
<https://www.vmrc.net/service-providers/current-providers/>.

26. Do we have to use an EVV app for clocking in and out?

- EVV is required for 062. It is not required for 456 or 093.

27. Who do we contact to change our service code?

- If you choose to work with an approved Agency or FMS, contact your service coordinator.
- If you are applying to be a vendor under service code 093 or 062 agency, use the provider portal at this link:
<https://www.dds.ca.gov/initiatives/provider-directory/>.