



Your FMS & Care Specialists

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|----------------------|------------|
| Alaska | Minnesota |
| Arizona | Missouri |
| Colorado | Montana |
| District of Columbia | Nevada |
| Florida | New Mexico |
| Idaho | Texas |
| Michigan | Wisconsin |



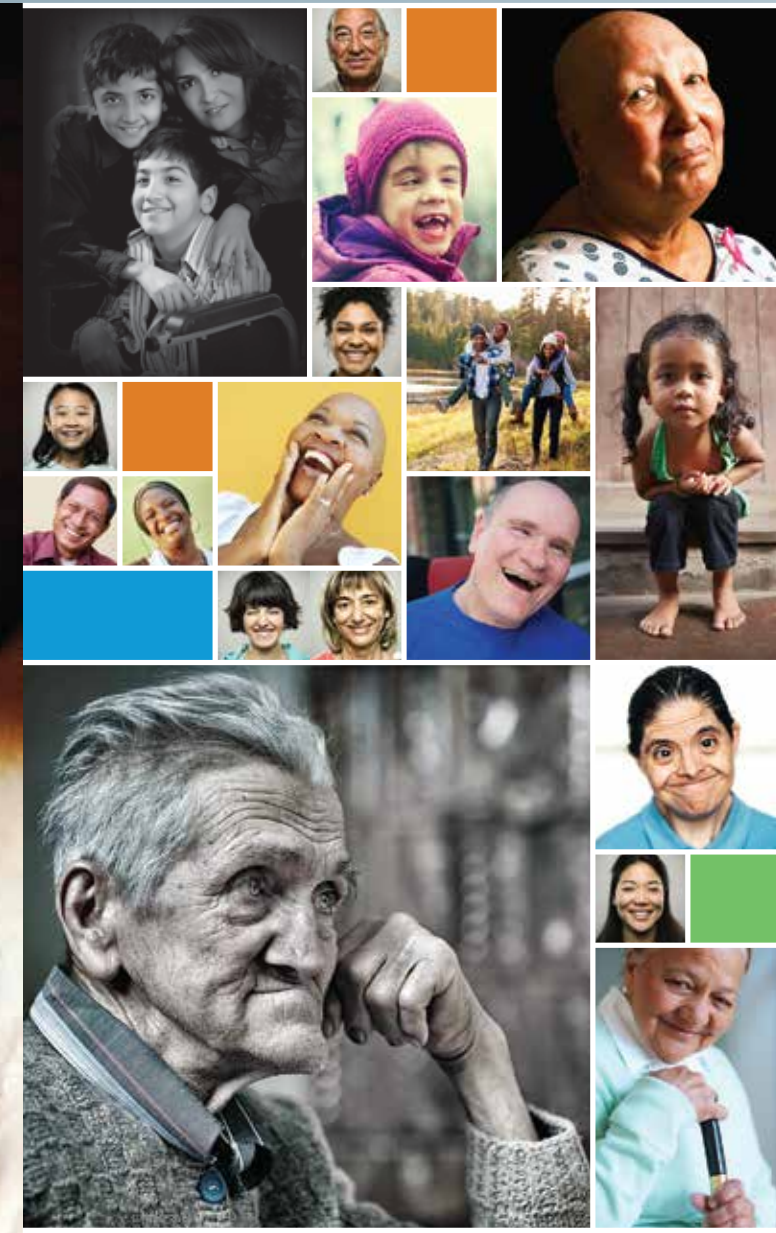
Call today!
888.532.1907

Learn more online at
www.ConsumerDirectCare.com



Your FMS & Care Specialists

EVERY LIFE. EVERY MOMENT. EVERY DAY.



Made Better

Consumer Direct Care Network is built for challenging times. We thrive on state and MCO partnerships where we help bring clarity to the financial management processes for those requiring long-term services and supports. Our reliable program deliverables and innovative service systems result in exceptional customer service.

By Caring

Our task is to ensure accountability in the management of public funds, transparency in communication, and excellence in service delivery to program participants and their caregivers. This approach affords the promise of a greater independence and satisfaction for those receiving services.



C O N S U M E R D I R E C T C A R E N E T W O R K



FINANCIAL MANAGEMENT SERVICES

OUR SERVICE LINES

Beyond What's Expected

Innovating In-Home Care

Consumer Direct Care Network has led the industry in expanding choice and control since 1990. Our 39,000 unique clients and 49,000 unique caregivers have taught us that every service and support we offer directly affects a life. This inspires us to continue to innovate and go beyond what's expected.

We provide coordinated service delivery. In addition to financial management services and support brokerage, we can provide an array of caregiving models, including traditional agency home care, home health and hospice, and behavioral health. We have extensive experience with Medicaid, Medicare, and working with managed care organizations.

Strong Relationships Built on Trust

You can be confident knowing our team of professionals have the experience to provide exceptional service and responsive delivery for your program. We are the **only national provider** of all four models of personal care recognized by the Centers for Medicaid and Medicare Services. Our knowledgeable staff can assist your participants as they consider self-directed options, and support them to find a service model best suited to meet their needs.

We Strive to Exceed Your Expectations

Our focus on customer service has consistently **increased program participation**, decreased complaints, and resulted in **positive relationships**. With insight gained through annual Participant Satisfaction Surveys, we can gather information in key quality areas. Using that information, we focus on providing better service resulting in continuous quality improvement. For states and MCOs, we provide expertise on the complexities of Medicaid programs.

Self Direction

We help participants understand their self-directed options and assist them in their progression to a service model best suited to meet their needs.

HCBS Systems Consulting

We provide strategic and technical expertise to state and health plan partners for HCBS program development, adaptation, and evaluation.

Financial Management Services

We offer all four CMS-recognized models of FMS: Fiscal/Employer Agent, Agency with Choice, Co-Employer, Traditional Agency Supporting Choice, or a combination of these models. We help you find the solutions that fit your needs.

Home Care

We hire, train and schedule employees providing assistance.

Support Broker | Training

We support participants to succeed as an employer based on their needs and wants.

Personal Assistance and Supports

We administer support for in-home personal care honoring various levels of self-direction.

Children's Mental Health

We deliver supportive services to address the unique needs of each child and their family.

Estimated Satisfaction and Savings Across Personal Care Models

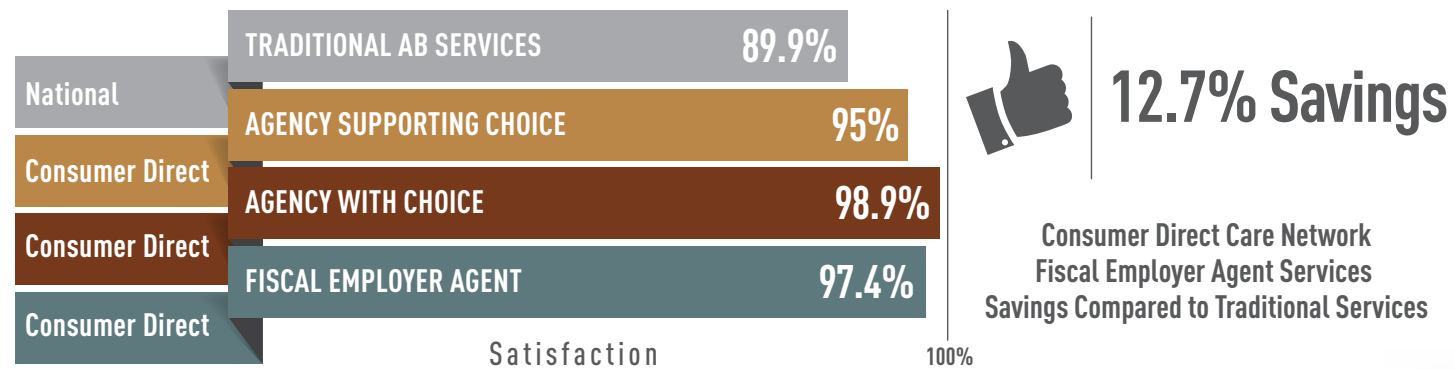


Table 1.0 - Satisfaction

Introducing Direct Care Plus

Direct Care Plus is a comprehensive facilitation program designed to improve outcomes for those receiving services by collecting and sharing critical information. Caregivers in the home can promote preventative health measures that improve health, decrease acute care visits, and reduce costs.

Improve
Improve quality, outcomes, and customer service while decreasing costs and emergency medical needs for participants.

Deliver
Deliver a full-spectrum of in-home personal care services with engaged caregivers and participants.

Data Collection
Consistently collect data from home care recipients so that participants' care can be addressed earlier and at a lower cost.