



Qualified Service Providers (QSPs)

Qualified Service Providers (QSPs) are friends, neighbors and family members who are committed to providing care for people who want to continue to live in their own homes and communities. QSPs do not need to have a special certificate or license, but they do need to prove they have the skills to provide care.

The N.D. Department of Human Services (DHS) has created a video highlighting the experiences of real people providing services for clients as a QSP. This video can help you decide if being a QSP is right for you. Find it online at www.nd.gov/dhs/services/adultsaging/providers.html.

DHS enrolls two types of QSPs; an individual or an agency.

- **Individual QSPs** need to prove they have **competency** in all the **standards** to provide a specific service. They are self-employed contractors and responsible to withhold or pay any social security, federal or state income tax, unemployment insurance, or workers' compensation insurance premiums from the payments received as a QSP.
- **Agency QSPs** need to ensure their staff has the necessary skills to provide a specific service.
- **Authorization to Provide Service Form (SFN 1699/663)** is sent to the QSP by the case manager, authorizing a specific service, time frame during which the service can be provided, and tasks the QSP is allowed to provide. The QSP cannot provide or bill DHS for services until they receive this form.
- **Standard:** A level of quality or excellence that is accepted as the norm for a specific task.
- **Competency Level:** The skills and abilities required to complete a task well or to a required standard. Some services require the competency level to be verified by a health care provider. The potential QSP is responsible to obtain verification from a health care provider of their choice.
 - Lake Region State College has nurses available to help train and verify that a potential QSP has the skills to provide a service at no cost to the provider. Contact a county social service office or DHS for more information.

QSPs can provide the following services:

Adult Day Care: Minimum of three hours per day of supervised care in a group setting

Adult Family Foster Care: A safe, supervised family-living setting in a state-licensed home

Adult Residential Services: Care in a residence focusing on people with memory loss and/or brain injury

Case Management: Process that assesses a client's needs, explores service options, decides if a client qualifies for HCBS services, and provides a link between community resources and qualified service providers

Chore Service: Snow removal and heavy cleaning

Emergency Response System: Telephone emergency response (Lifeline)

Environmental Modification: Select area home remodels to help people live more independently

Extended Personal Care / Nurse Education: Education given by a nurse to an enrolled qualified service provider who provides medical care specific to a client's needs

Family Personal Care: Pays a spouse for providing special, personal care

Home-Delivered Meals: Healthy meals delivered to a person's home

Homemaker Services: House cleaning, laundry and/or cooking meals

Non-Medical Transportation: Provides a ride and, if needed, goes with a person to the post office, bank or grocery store

Personal Care: Help with bathing, dressing, toileting, transferring, eating, mobility, incontinence care and in some cases help with laundry, housework and shopping

Respite Care: Short-term relief to full-time caregivers

Specialized Equipment: Equipment to help people live more independently

Supported Employment: Support and training to help people maintain a job

Transitional Living Services: Teaches skills to help people live independently in their home

How does it work?

- 1) To apply to be a QSP, start by getting a copy of the QSP Agency or Individual Handbook, review it, and follow the instructions to complete the needed forms. Most of the forms are in the handbook, but for some services, more forms are needed. The handbook will tell you how to get those forms and where to send your completed forms.
- 2) After DHS enrolls a person as a QSP, a packet of information will be sent to them. The packet will include the provider's number, instructions on how to bill for the services provided, rules about record keeping, and other rules about providing services as a QSP.
- 3) A QSP can have their name added to a public list of QSPs which is given to clients by a case manager. They can also choose not to have their name added to this list.
- 4) After a client has selected their QSP, a case manager will give an Authorization to Provide Service form (SFN 1699/663) to the client's chosen QSP.
- 5) The QSP will receive and review the SFN 1699/663 form. The tasks the QSP is authorized to provide are checked on this form. The tasks are described on the back of these forms and the tasks provided by QSP must fall within the descriptions.
- 6) A QSP must have an up-to-date copy of the SFN 1699/663 form in their possession before providing services for a client and to be able to bill for services provided.
- 7) The service must be provided by the QSP listed on the SFN 1699/663 form.
- 8) The QSP must keep records of the services they provide to clients. DHS may request the records for review and audit.
- 9) QSPs are not employees of DHS. They are self-employed, independent contractors who provide services and are paid for the authorized services they provided for clients. DHS does not withhold or pay any social security, federal or state income tax, unemployment insurance, or workers' compensation insurance premiums from the payments received as a QSP. Withholding and paying taxes on QSP payments is the responsibility of the self-employed individual. Information on the tax responsibilities can be found at www.IRS.gov.
- 10) The QSP will bill DHS directly for services provided.
- 11) Payment from DHS will not include any client liability or service fee. Some clients are responsible for a portion of the cost of their care (recipient liability/service fee). It is the QSP's responsibility to bill the client directly for any recipient liability/service fee.



To get a copy of a QSP handbook:

- Contact your local county social service office.
- Go online to <http://www.nd.gov/dhs/services/adultsaging/providers.html>
- Contact the N.D. Department of Human Services at **1-800-755-2604**