

Virginia Department of Medical Assistance Services

Consumer-Directed Model for Service Delivery

Fact Sheet 2025

What are Consumer Directed (CD) Services?	Consumer direction (CD) is a service delivery model of care. The CD model empowers participants by expanding the degree of choice and control over the services and supports needed to live at home and in the community. Members using CD services act as the employer of personal attendants by hiring, training, managing, and if necessary terminating the attendant.
Medicaid Population	Participants in the Community Living (CL) Waiver, Family and Individual Support (FIS) Waiver, or the Commonwealth Coordinated Care Plus Waiver, have the option of CD services if criteria are met. The Early, Periodic, Screening Diagnosis and Treatment (EPSDT) and Medicaid Works benefits also have the option of CD services.
Eligibility	Participants must be Medicaid eligible and enrolled in an appropriate home and community based waiver or benefit program. The local departments of social services determine Medicaid eligibility. To receive CD services, the participant or a designated individual must act as the employer of record (EOR). The EOR hires, trains, and supervises the attendant(s). A minor (under the age of 18) or member who is unable to handle these responsibilities is required to have another person serve as the EOR.
Available Services	<p>The following services are available to use Consumer Direction. Individuals may also use a combination of agency-directed services and consumer-directed services. Note: Available services are dependent on the individual meeting the criteria and being under a qualifying waiver or benefit:</p> <ul style="list-style-type: none">• Companion Services• Personal Assistance/Care• Respite Care
Services Facilitator (SF)	Services facilitators (SF) provide assistance to the EOR in directing and managing services provided through the CD model. The SF is responsible for assessing the participant's particular needs for a requested CD service, assisting in the development of the Plan of Care, and training for the EOR on responsibilities as an employer.
Fiscal/Employer Agent (F/EA)	<p>The fiscal/employer agent supports EORs in their employer role by providing:</p> <ul style="list-style-type: none">• Pre-employment background checks• Processing employee shift work entries and payroll• Filing, depositing, and paying state and federal employer taxes on behalf of the EOR
Program Contact	Contacts should be made to the Office of Community Living at: CDSF@dmass.virginia.gov . Additional information for Consumer-Directed Services can be found on the DMAS website at: https://dmass.virginia.gov/for-members/benefits-and-services/waivers/consumer-directed-services/ .