
CHAPTER 3: FISCAL/EMPLOYER AGENT

SECTION 3.5: STAFFING AND TRAINING**PAGE(S) 1**

STAFFING AND TRAINING

The fiscal/employer agent (F/EA) qualifications delineated in this section are dictated by the needs of the population to be served, and by the duties and responsibilities inherent in the provision of services defined by the Louisiana Department of Health (LDH). LDH has established these staffing requirements to maintain an adequate level of quality, efficiency, and professionalism of all services to comply with the provisions of the self-direction program.

F/EA providers must:

1. Maintain sufficient staff to comply with the LDH policies and regulations of the self-direction program;
2. Employ at least one staff member with a Bachelor's degree in accounting and five years of applicable experience, or a Master's degree in accounting and two years of applicable experience;
3. Have on staff a database administer and sufficient programmers to ensure that systems comply with program requirements and are flexible enough to accommodate changes to those requirements;
4. Designate a project director for who will have day-to-day authority to manage the overall operations. The project director will be available to LDH by telephone, e-mail, and video conferencing during regular business hours;
5. Ensure all staff supporting the self-direction program are not excluded from participating in Medicaid by confirming each staff's name and social security number are not included on the LA Adverse Actions List and Office of Inspector General (OIG) Exclusion list; and
6. Ensure that staff is available at times which are convenient and responsive to the needs of beneficiaries and their families.

In the event LDH determines that the F/EA staffing levels do not conform to the above requirements, LDH shall advise the F/EA in writing and the F/EA must submit a corrective action plan within five business days to describe how the deficiency(ies) will be remedied and is subject to LDH approval.