



## You Manage Your Caregiver and Your Services!

A variety of home health services are available for people who need some assistance with activities such as bathing, dressing, cleaning, shopping, etc., due to challenges presented by a disability, aging or chronic illness.

In Alaska you have a choice between two distinct models of care: agency-based services and self-directed services.

At Consumer Direct, we specialize in self-directed services. Self-directed services are non-medical services and supports designed for people who want more control over the services they receive at home.



### STATEWIDE SERVICES

Toll free: 1-888-966-8777  
[www.ConsumerDirectOnline.net](http://www.ConsumerDirectOnline.net)

### ANCHORAGE OFFICE

The Emerald Building  
615 East 82nd Avenue, Suite 101  
Anchorage, AK 99518-3153  
(907) 222-2652  
Fax: (907) 677-8777

### KENAI OFFICE

The Benco Building  
805 Frontage Road, Suite 208  
Kenai, AK 99611-7755  
(907) 283-0809  
Fax: (907) 283-0811

### KODIAK OFFICE

Lily Lake Plaza  
1941B Mill Bay Road  
Kodiak, AK 99615-6632  
(907) 481-3070  
Fax: (907) 481-3071

### MAT-SU VALLEY OFFICE

360 N. Main Street  
Wasilla, AK 99654-7017  
(907) 357-7962  
Fax: (907) 357-7963

# In Alaska You Do Have a Choice!



# Care at Home- Your Way!



**Under the self-directed model, the individual receiving services and Consumer Direct partner up to share employment responsibilities. The Individual is the Managing Employer. He or she:**

- Recruits, hires and trains their caregiver
- Manages daily work of caregiver and authorizes time sheets
- Manages their service plan and schedules their caregiver
- Dismisses their caregiver if necessary

**Consumer Direct is the Employer of Record. We:**

- Process payroll and payroll tax deductions
- Provide employer training materials
- Assist in training the employee
- Visit the individual at home to monitor health and safety
- Help prevent and report Medicaid fraud
- Report concerns of abuse, neglect or exploitation
- Provide Worker's Compensation
- Provide retirement and life insurance benefits to the employee
- Maintain Consumer and employee records
- Help problem-solve employee issues
- Monitor effectiveness of service plan to ensure it is meeting the health-related needs

**Consumer Direct has over 8 years of experience specializing in self-direct services. We have developed innovative tools for our consumers to help them succeed in self-direction.**

**Consumer Direct provides:**

- Easy to use forms and materials
- Consumer Training Manual
- Employee training materials
- Respect for cultural values
- Services to remote areas
- A 24-hour worker injury hotline
- Employees who speak Tagalog, Korean, and Hmong

**Individuals who choose self-directed care report a higher level of satisfaction with services and a higher quality of life.**

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