



**Person Centered Funding Provider Application Form and Agreement
FY26**

Provider –	Email –
Address –	Phone –
Billing Contact	Services Contact

Service	Provider Rate	NEI3A Maximum Rate
Homemaker		\$26 per hour
Personal Care/Home Health Aide		\$38 per hour
Personal Care/Skilled Nursing Visit		\$125 per hour
Respite Care/In Home		\$26 per hour
Respite Care/ Out of Home		Hourly rate not to exceed \$65 per day
Material Aid/Assistive Devices		Per quote
Material Aid/Home Repair/Adaptations		Per quote
Assisted Transportation		Variable per one way ride
Nutrition Counseling		\$50 per hour

The counties you serve -

- | | | | | | |
|------------------------------------|-------------------------------------|-----------------------------------|------------------------------------|---------------------------------|-------------------------------------|
| <input type="checkbox"/> Allamakee | <input type="checkbox"/> Black Hawk | <input type="checkbox"/> Bremer | <input type="checkbox"/> Buchanan | <input type="checkbox"/> Butler | <input type="checkbox"/> Chickasaw |
| <input type="checkbox"/> Clayton | <input type="checkbox"/> Delaware | <input type="checkbox"/> Dubuque | <input type="checkbox"/> Fayette | <input type="checkbox"/> Grundy | <input type="checkbox"/> Hardin |
| <input type="checkbox"/> Howard | <input type="checkbox"/> Jackson | <input type="checkbox"/> Marshall | <input type="checkbox"/> Poweshiek | <input type="checkbox"/> Tama | <input type="checkbox"/> Winneshiek |

Provider signature certifies that the above information is current and accurate, and provider will comply with NEI3A Consumer Purchase of Service Provider Rules for State Fiscal Year 2026 (July 1, 2025 – June 30, 2026).
 Provider signature certifies there are no known potential conflicts of interest between NEI3A and the Provider Agency.

Provider - Signature of Authorizing Official; Title Date

NEI3A - Signature of Authorizing Official; Title Date

Email this page to Kristi Shannon: kshannon@nei3a.org
 or mail to:
 Northeast Iowa Area Agency on Aging Inc.
 203 1st Ave NE
 Waverly, IA 50677

**NORTHEAST IOWA AREA AGENCY ON AGING INC. Person Centered Funding Program
Provider Rules
FY26 – July 1, 2025 to June 30, 2026**

The Northeast Iowa Area Agency on Aging Inc. (NEI3A) Person Centered Funding Program funds home and community-based services for older adults who are of greatest economic need, social need, frail, and at risk of institutionalization. This program supports older adults, adults with disabilities, and family caregivers.

NEI3A purchases services from its contracted providers. Consumers may choose any contracted provider that is willing and able to provide the service.

Services available under a monthly purchase plan include:

- Homemaker Services
- Nutrition Counseling
- Personal Care/Home Health Aide
- Personal Care/Skilled Nursing
- Respite Care/In Home
- Respite Care/ Out of Home
- Material Aid/Assistive Devices
- Material Aid/Home Repair/Adaptations
- Assisted Transportation

I. FUNDING SOURCE/REIMBURSEMENT STRUCTURE

Authorized by the Older Americans Act and Iowa HHS Division of Aging and Disability Services, NEI3A utilizes federal, state, and local funds as a last resort and only in cases where Medicare, Medicaid, Medicaid Waivers, or third-party payment are not available. NEI3A sends voluntary contribution letters to all consumers monthly. 100% of contributions are returned to the Program to directly fund services and support more people.

In the event of a disaster, NEI3A reserves the right to shift funds to respond to the disaster. NEI3A reserves the right to alter the eligibility guidelines for consumers and Provider Agencies in times of disaster in response to the disaster.

The need for critical home and community-based services far outpaces NEI3A's ability to fund them. As such, NEI3A prioritizes individuals based on their needs and implements a waiting list for individuals applying to Person Centered Funding. Individuals with the greatest combination of needs are offered services first.

NEI3A Staff and the consumer develop an individualized service plan. Consumers choose the provider. Once a provider is selected, NEI3A staff sends the provider a service authorization form describing the service authorized and the maximum monthly units that a provider may bill for reimbursement.

NEI3A funds a maximum of \$500 per person per month. NEI3A funds a maximum of \$1000 for home repair/environmental adaptation. In exigent circumstances, NEI3A may approve an

exception to policy and fund services beyond the maximum allotment. In such circumstances, providers will receive an updated service authorization from NEI3A.

NEI3A reimburses providers monthly. Upon executing this agreement, NEI3A staff will provide a roster for each provider. Providers MUST use the roster and reimbursement form to ensure timely payment.

II. TARGET POPULATION

NEI3A staff determine consumers' eligibility for services and the best available funding source. NEI3A prioritizes funding to support individuals of greatest economic need, greatest social need, at risk for institutional placement, and frail populations.

- a. **Greatest Economic Need.** The need resulting from an income level at or below the poverty line.
- b. **Greatest Social Need.** The need caused by noneconomic factors, which include:
 - Physical and mental disabilities
 - Language barriers
 - Cultural, social, or geographical isolation, including isolation caused by racial or ethnic status, that
 - Restricts the ability of an individual to perform normal daily tasks; or
 - Threatens the capacity of the individual to live independently.
- c. **At Risk for Institutional Placement.** An individual that is unable to perform at least two activities of daily living without substantial assistance (including verbal reminding, physical cueing or supervision) and is determined by the State involved to need placement in a long-term care facility.
- d. **Frail.** The older individual is determined to be functionally impaired because the individual: (A)(i) Is unable to perform at least two activities of daily living without substantial human assistance, including verbal reminding, physical cueing, or supervision; or (ii) At the option of the State, is unable to perform at least three such activities without such assistance; or (B) Due to a cognitive or other mental impairment, requires substantial supervision because the individual behaves in a manner that poses a serious health or safety hazard to the individual or to another individual.

III. CONSUMER REFERRALS

NEI3A coordinates with health systems, clinics, social service agencies, public agencies, and other community-based groups to identify individuals in need and refer them for more support.

Additionally, NEI3A encourages individuals, caregivers, and family members to call NEI3A directly at 800 779 8707 and discuss their situation with NEI3A staff. If staff determines that the individual qualifies for the program, they add them to the waiting list. Once the individual reaches the top of the list, NEI3A staff will coordinate with the provider selected by the individual and send them a service authorization. Please refer to the waitlist policy as listed on the [NEI3A website](#).

IV. PROVIDER SELECTION

Consumers choose the provider from a list of contracted providers who serve their County. If the consumer does not choose the provider, NEI3A selects providers on a rotating basis. NEI3A is “provider agnostic” among its contracted providers and does not suggest a preferred provider to the consumer. This is to ensure fairness among providers.

V. PROVIDER QUALIFICATIONS AND STANDARDS

A. Minimum qualifications – In order to become a contracted provider with NEI3A, organizations must:

- a. Operate legally and provide services in the State of Iowa for a minimum of 1 year.
- b. Offer services that align with the NEI3A Funding Service Definition Taxonomy.
- c. Serve at least 1 of the Iowa counties of Allamakee, Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Hardin, Howard, Jackson, Marshall, Poweshiek, Tama, and/or Winneshiek.
- d. Timely and accurately submit this agreement and comply with all rules stated herein.

B. Indemnification:

The Work performed by the Provider shall be at the risk of the Provider exclusively. To the fullest extent permitted by law, Provider shall indemnify, defend (at Provider’s sole expense) and hold harmless Northeast Iowa Area Agency on Aging Inc. , affiliated companies and their partners, joint ventures, representatives, members, designees, officers, directors, shareholders, employees, agents, successors, and assigns (“Indemnified Parties”), from and against any and all claims for bodily injury, death or damage to property, demands, damages, actions, causes of action, suits, losses, judgments, obligations and any liability costs and expenses (including but not limited to investigation and repair costs, attorneys’ fees and costs and consultants’ fee and costs) (“Claims”) which arise or are in any way connected with Work performed, Materials furnished, or Services provided under this Agreement by Provider or its agents. These indemnity and defense obligations shall apply to any acts or omissions, neglect or willful misconduct of Provider, its employees or agents whether active or passive. Said indemnity and defense obligations shall further apply, whether or not said claims arise out of the concurrent act, omission, or negligence of the Indemnified Parties, whether active or passive. Provider shall not be obligated to indemnify or defend Northeast Iowa Area Agency on Aging Inc., for claims found to be due to the sole negligence or willful misconduct of Indemnified Parties.

Provider’s indemnification and defense obligations hereunder shall extend to Claims occurring after this Agreement is terminated as well as while it is in force and shall continue until it is finally adjudicated that any and all actions against the Indemnified Parties for such matters which are indemnified hereunder are fully and finally barred by applicable Laws.

C. Potential Conflicts of Interest with Businesses: Transactions with outside firms must be conducted within a framework established and controlled by the Northeast Iowa Area Agency on Aging's Board of Directors. Business dealings with outside firms should not result in unusual gains for those firms or Northeast Iowa Area Agency on Aging's employees. Unusual gain refers to bribes, special benefits, and other windfalls designed

to ultimately benefit the employer, the employee, or both. Any actual or potential conflict of interest must be disclosed as soon as possible so that safeguards can be established to protect all parties. By signing the Purchase of Services Application and Agreement Form you attest to having no known potential conflict of interest with NEI3A or their employees.

- D. Insurance:** Service providers shall have sufficient insurance to indemnify loss of federal, state, and local resources due to casualty or fraud, and to cover the fair market value of the asset at the time of loss.

Required Insurance:

- workers compensation
- unemployment
- property and theft coverage
- fidelity bonding (for persons handling cash)
- facility insurance (for facilities purchased with federal and/or state funds)
- no-fault vehicle insurance (for agency owned vehicles)

Proof of insurance must be provided to NEI3A upon request. All first-time contracts must submit proof of insurance prior to providing any services under this agreement.

Upon execution of this Agreement, and prior to the Provider's commencing any work or services with regard to the Program, the Provider shall carry commercial general liability as well as professional liability insurance and the Provider shall supply Northeast Iowa Area Agency on Aging Inc., a Certificate of Insurance and Additional Insured Endorsement, naming Northeast Iowa Area Agency on Aging Inc., as Additional Insureds hereunder.

Additional insured coverage shall apply as primary insurance with respect to any other insurance afforded to Northeast Iowa Area Agency on Aging Inc.

The coverage available Northeast Iowa Area Agency on Aging Inc., as Additional Insured shall not be less than \$1 million dollars Each Occurrence, \$2 million General Aggregate, \$2 million Products/Completed Operations Aggregate and \$1 million Personal and Advertising Injury limits. Such insurance shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).

All coverage shall be placed with an insurance company duly admitted in the State of Iowa and shall be reasonably acceptable to Northeast Iowa Area Agency on Aging Inc., All Provider insurance carriers must maintain an AM Best rating of "A- "or better. Coverage shall be afforded to the Additional Insureds whether or not a claim is in litigation.

- E. Hiring and Employment Practices** – NEI3A is an Affirmative Action / Equal Employment Opportunity employer. As such, providers must demonstrate that their personnel policies prohibit discrimination in employment on the basis of race, color, creed, religion, national origin, sex, sexual orientation, gender identity, mental or physical disability, age, or marital status.

- F. Confidentiality** – Service providers shall have procedures to protect and assure the confidentiality of information about the persons they serve. No information will be disclosed without the prior informed consent of an individual and/or his/her legal representative. Disclosures may be allowed by court order or for program monitoring by authorized federal, state or local agencies (which are also bound to protect the confidentiality of consumer information) so long as acting in conformity with the Privacy Act of 1974. All consumer information shall be maintained in controlled access files. Only pertinent consumer information to provide approved service is shared between NEI3A and Provider Agency. Provider Agency shall not disclose consumer personal data beyond data necessary to provide service. Documents detailing policies and procedures regarding confidentiality must be provided to NEI3A upon request.
- G. Audit Standards** – The provider agrees to maintain records to easily identify the utilization of NEI3A funds and make those records available for audit and assessment for three years beyond the end of the award period. Documents detailing policies and procedures regarding audit standards must be provided to NEI3A upon request.
- H. Provider Standards and Assurance Against Debarment** – No NEI3A Funds will be contracted to a provider that has been prohibited from participating in the Medicare, Medicaid, or medical assistance programs. Providers shall not be debarred, suspended or otherwise excluded from or ineligible for participation in Federal programs or activities. NEI3A will perform a debarment evaluation of all providers prior to execution of the Person-Centered Funding Agreement.

The provider shall ensure that all employees providing in-home care to consumers have had a criminal background check and been cleared for said functions in accordance with Iowa Code Chapter 135C.33.

- I. Grievance Policy** – The provider shall have a formal grievance and appeals procedure for perceived discrimination and/or decisions that appear unfavorable to consumers concerning the provision of service. Documents detailing policies and procedures regarding consumer grievances must be provided to NEI3A upon request.

NEI3A has in place a grievance policy and appeals procedure for perceived discrimination and/or decisions that appear unfavorable to consumers concerning the appropriation of service. This consumer appeal process extends beyond the service of all participating providers and includes a process for consumer complaints and informs the consumer of the process.

1. Any Consumer denied access to NEI3A Funding, after the initial denial by The NEI3A Funding Program, will have the right to appeal that decision within thirty days to Northeast Iowa Area Agency on Aging Inc. for reconsideration. All consumers involved in an appeal have the right to have an advocate present with them when they meet with Northeast Iowa Area Agency on Aging Inc.
2. Northeast Iowa Area Agency on Aging Inc. will meet with the consumer within five working days of notification of the appeal. Northeast Iowa Area Agency on Aging Inc. will review the consumer information within ten working days of the meeting with the consumer and notify the consumer of the decision.

3. The decision of Northeast Iowa Area Agency on Aging Inc. after the above review will be final, unless the status of the consumer changes.

VI. PROGRAM RULES

- A. **Service Taxonomy** –Providers shall comply with the NEI3A service taxonomy definitions located herein.
- B. **Compliance** – NEI3A will audit all providers from time to time, either in the form of a desk audit or an on-site audit. Upon notice of an audit, agencies shall provide the following:
 - Documents detailing policies and procedures regarding compliance with applicable employment laws that prohibit discrimination.
 - Proof of insurance
 - Documents detailing policies and procedures regarding confidentiality
 - Documents detailing policies and procedures regarding audit standards
 - Documents detailing policies and procedures regarding consumer grievances
 - Documents detailing services provided and services billed.
- C. **Non-Exclusivity** – It is expressly understood and agreed by NEI3A and the Provider that this is not an exclusive agreement. Nothing in this Agreement shall be construed as creating an exclusive arrangement with the Provider Agency or Prohibit NEI3A from either acquiring similar, equal or the like services from executing additional contracts with other entities or sources.
- D. **Termination** – Funds awarded by NEI3A may be terminated at any time with cause for violations of any terms and requirements of this agreement.

NEI3A and Provider may terminate this Agreement, without cause and for convenience, upon thirty (30) days written notice to the non-terminating party.

NEI3A reserves the right to shift funds from one taxonomy or Provider to another taxonomy or Provider, with or without cause or convenience upon thirty (30) days written notice.

- E. **Proof of Service Provided** – Provider shall verify that service units provided to consumers match the units on the monthly submitted roster. NEI3A Staff talk to all consumers at least monthly to check on their status, the effectiveness of the services they are receiving, and to verify that services are provided in accordance with the service authorization form. When billing discrepancies are identified, NEI3A staff will contact the Provider to discuss the situation and request verification that services were provided. **NEI3A will not reimburse services if the provider cannot verify that they were provided.**
- F. **Consumer No Show Policy** – In situations where consumers who are not home or did not cancel prior to scheduled service provision, the Provider shall call consumer and consumer's emergency contact. The Provider must then notify the NEI3A Case Manager upon confirmation of consumer no-show. The Provider shall not bill NEI3A or

the consumer for service provision beyond the time necessary to contact the consumer and NEI3A as described above.

- G. Mileage** - NEI3A does not reimburse mileage. Services begin when Provider arrives at the consumer's location and ends when the Provider leaves the consumers location.
- H. Cost Sharing** – Consumers shall encumber no financial obligation by receiving services under this agreement. Providers shall not bill the consumer for any rate difference in the event the agreed upon rate is less than the Provider's standard rate.
- I. Maximum Reimbursement Rate** – Providers shall not charge NEI3A a rate higher than its standard private pay rate nor higher than NEI3A maximum rate listed on the application form located herein.

VII. REPORTING AND PAYMENT

Upon execution of this agreement, NEI3A will provide a service roster to all Providers. Providers must submit their monthly rosters accurately and on time to avoid delays in payment.

A. Reimbursement Request for Individual Purchase of Service

Providers receive payment for services monthly by submitting the approved Reimbursement Request to NEI3A. Reports must cover a one-month period – from the first day of the month through the last day of the month. **To receive payment, reports are due to NEI3A by the 15th day of the following month and must be correct and complete.** Payment will be issued within no more than 30 working days following the approval. Incomplete and/or incorrect submission will delay payment. NEI3A does not guarantee payment for late reimbursement requests.

E-Mail monthly rosters and reimbursement requests to: accountspayable@NEI3A.org

Providers may mail Reimbursement Requests for Individual Consumer Purchase of Service to

Northeast Iowa Area Agency on Aging Inc.
NEI3A Funding Program
2728 Asbury Road
Fountain Park - Springs Building #430
Dubuque, IA 52001

**NORTHEAST IOWA AREA AGENCY ON AGING INC. FUNDING SERVICE DEFINITION
TAXONOMY**

FY26 - July 1, 2025 - June 30, 2026

- 1. Homemaker (one hour)** – Providing assistance to persons having difficulty with one or more of the following instrumental activities of daily living: medication management, preparing meals, shopping for personal items, managing money, using the telephone, or doing light house work.
- 2. Personal Care/Home Health Aide (one hour)** – Providing personal assistance, stand by assistance, supervision or cues for persons having difficulties with one or more of the following activities of daily living: eating, dressing, bathing, toileting, and transferring in and out of bed.
- 3. Personal Care/Skilled Nursing Visit (one hour)** – Uses the casework mode of relating to a client (via interview or discussion) to screen and assess the client’s and caregiver’s needs; provide information, about, referral and assistance to meet identified needs, advocacy, counseling, a written plan of care and related case documentation; inter-agency case coordination; ongoing follow-up and reassessment; evaluation of outcomes of services; exit planning; and placement assistance.
- 4. Respite Care/In Home/ Out of Home (one hour)** – Service which offers temporary, substitute supports or living arrangements for older persons in order to provide a brief period of relief or rest for family members or other caregivers.
- 5. Material Aid/Assistive Devices Services** – Aid in the form of goods or food such as the direct distribution of commodities, surplus food, the distribution of clothing, smoke detectors, eyeglasses, security devices, etc. *Assistive devices means practical equipment to assist persons with activities of daily living and instrumental activities of daily living to allow the person more independence.*
- 6. Material Aid/Home Repair/Environmental Adaptations**– Improving or maintaining residence, appliances, etc.
- 7. Assisted Transportation (one one-way trip)** - Providing assistance, including escort, to a person who has difficulties (physical or cognitive) using regular vehicular transportation.
- 8. Nutrition Counseling** - A standardized service as defined by the Academy of Nutrition & Dietetics (AND) that provides individualized guidance to individuals who are at nutritional risk because of their health or nutrition history, dietary intake, chronic illness, or medication use, or to caregivers. Counseling is provided one on one by a registered dietitian, and addresses the options and methods for improving nutrition status with a measurable goal.