

## Important Facts About the Lifespan Respite WA Voucher Program for Organizations Accepting the Voucher

- 1) The voucher is not a physical document. It's an amount of money awarded to a family caregiver for a specific period that the caregiver can use to pay for respite, or short breaks.
- 2) When a voucher awardee receives services from a respite organization, the organization invoices Lifespan's host agency, PAVE, and PAVE pays the organization from the funds allocated to the awardee. (See 'How to Invoice for a Voucher and Invoicing Contacts').
- 3) Before your organization provides services to someone who says they have a Lifespan Voucher, please ask Lifespan to provide proof of the voucher. We will send a copy of the email award notification in .pdf format. It will tell you the total amount of funding in the award, the dates between which the voucher can be used, the person (family caregiver) who has the voucher, and the person who will receive your services. Voucher awardees may also forward their award email to your organization. Both these ways are valid proofs of a voucher.
- 4) Vouchers cannot be split between family members except by Lifespan. In that case, 2 or more award notices will be sent, one for each person who will be receiving care. The respite organization should only provide services to the individual named in the award notice. For example, the organization is not expected to, and will not be paid for, services provided to 2 children in a family if only 1 child is named on the award notice.
- 5) Currently, a typical voucher amount is for \$1,000.00 and the caregiver must use the voucher within 90 days of the award.
- 6) Vouchers may only be used with a Lifespan Registered Provider. If you are not currently a Lifespan provider, you can apply to become one by following the directions on the page 'For Service Providers'.
- 7) Lifespan is only able to register organizations, never individuals.
- 8) Voucher awardees select their own respite provider organizations, by searching the Current Registered Providers Page on our website. Once your organization is registered with us, the information you provided on the application form shows on the registry.
- 9) Lifespan is not able to refer to or recommend specific registered providers
- 10) If services are provided after the voucher closing date, Lifespan will not pay for those services. It is the responsibility of the person awarded the voucher to keep track of the cost of services as they are provided, and the date the voucher will expire, so as not to 'run over' either the amount or dates of the voucher. If this does happen, the awardee is responsible for any costs.