



Fall 2026 **Services Facilitator (S/F) Town Hall** The Transition to Support Brokerage

Presented by: The Department of Community Living



2026 S/F Fall Town Hall

Today's Agenda:

- The transition from Services Facilitators to Support Brokers
- Why the transition is taking place
- When the transition will occur
- What to expect throughout the transition
- Additional information and resources
- Live Q&A!

Before we start...

Why is this happening?

"As part of the 2026 Budget, the General Assembly passed Item 295.PP, which states "Effective July 1, 2026, the Department of Medical Assistance Services shall incorporate service facilitation into the statewide service broker model via the Fiscal Employer contract and eliminate service facilitation as a standalone service.

The Department of Medical Assistance Services shall seek federal authority through the necessary waiver(s) and/or state plan amendments under Titles XIX (19) and XXI (21) of the Social Security Act to effect these changes. The department shall promulgate emergency regulations to implement these changes within 280 days or less from the enactment of this act. The department shall implement this change upon federal approval and prior to the completion of any regulatory process undertaken in order to effect such change."

Before The Transition

(and what to expect)



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Where We Are Today?

Current Model: Services Facilitators

Role | Service coordinator, trainer, mandated reporter

What is staying the same:

- The focus remains on maintaining the members services and avoiding disruption during the transition.

What is changing:

- The Services Facilitator role will phase out as the Support Broker model is implemented under the F/EA and/or MCO.

What happens to your role?

Services Facilitator Role: Phased Out

As each region transitions, the S/F role will phase out

The transition means:



DMAS will provide guidance regarding:

- Transition responsibilities
- Documentation
- Close-out activities
- Timing
- Other required steps

Tip: There may also be opportunities for current S/Fs through MCOs or FEAs, depending on their Support Broker model.

Where We Are Today?

Support Broker: MCO Options

Services Facilitators may apply to become Support Brokers

What if Services Facilitators want to become a Support Broker?

- Because this is so new, the Services Facilitator will need to contact either a MCO or a F/EA to inquire about the application process. MCO's are currently defining what that looks like.

MCO options:

Option 1:

MCO contracted
Support Brokers

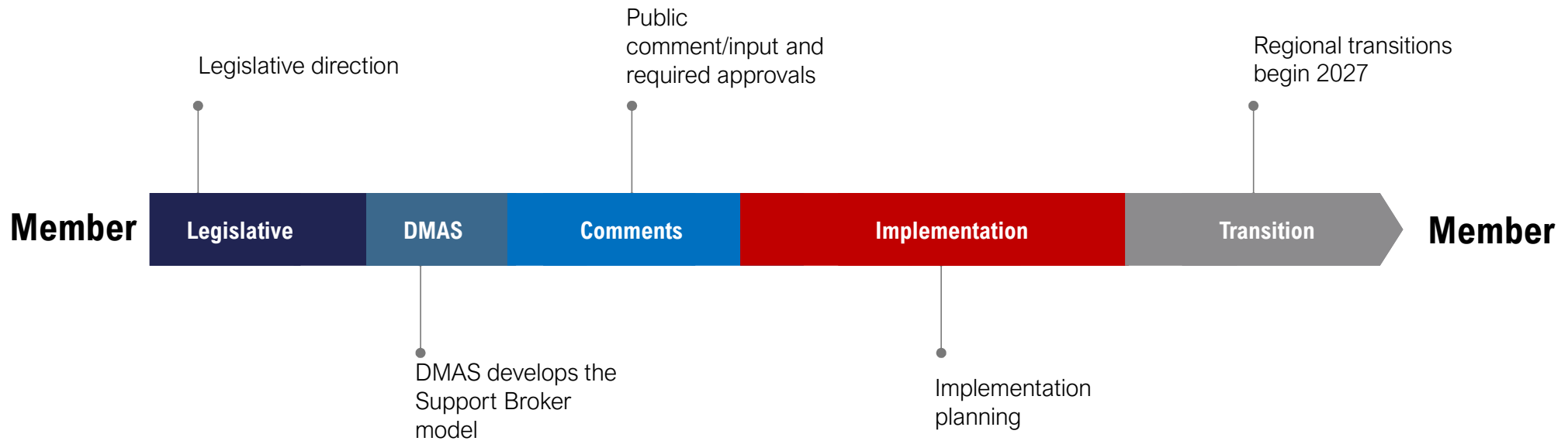
Option 2:

MCO will contract
with their F/EA

Why is the model changing?

Begins/Ends With: The Member

Services Facilitation to a **Support Broker** model



During The Transition



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The transition journey

January 1, 2027: Communication Begins

The first step is communication

Even though we are communicating now, beginning **January 1, 2027**, communication about the transition will pick up throughout the process.

Communications may come from:

- DMAS
- Managed Care Organizations (MCO's)
- Fiscal/Employer Agents (F/EA's)

Before your region transitions

The Member: Continued Services

Nothing changes for the member

The goal, is to give everyone time to prepare without interrupting services.

During the transition period:

- The members current CD attendant does not change simply because of the transition
- The member does not need to complete new F/EA enrollment paperwork
- The members current service plan/ existing services continues while the transition is being completed

How does the member feel?

The Member: Point Of View

The goal is for the transition to feel like supported steps

1

Before Transition:

“My Services Facilitator supports me.”

2

During Transition:

“I receive information about change.”

3

Regional Rollout:

“My services continue while the transition occurs.”

4

Transfer:

“My information is provided to the Support Broker.”



5

Connection:

“My Support Broker contacts me.”

6

Within 90 Days:

“I meet with my Support Broker.”

7

After Transition:

“I continue receiving support under the new model.”



Continued support
and care

The 90-day bridge

Service Authorizations: Extended

Existing authorizations provide time for the transfer

The existing service authorization will be extended **90 days beyond its current end date**, through the continuity of care authorization, except when there is:

- A break in eligibility

This helps provide time to:

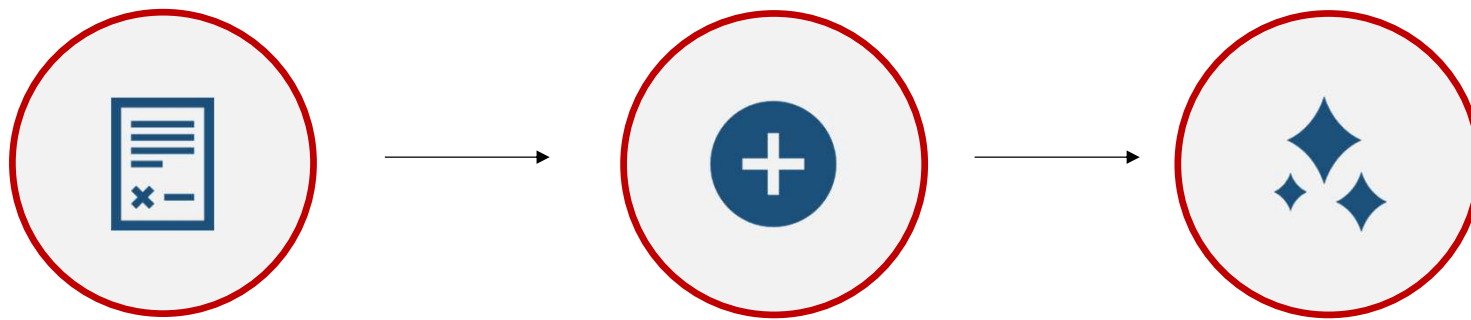
- Identify impacted individuals
- Establish Support Broker services
- Transfer information
- Contact the individual
- Schedule the initial face-to-face visit

The 90-day bridge

Service Authorizations: Extended

Existing authorizations provide time for the transfer

Member Receiving Services



Current Authorization

90-Day Extension

Transition to Support
Broker model

What moves with the member?

Documentation: Transferred

The Support Broker does **NOT** start from scratch

Information needed to understand the individual's current situation will be transferred, including:

- Most recent assessment
- Plan of care developed by the Services Facilitator
- Other relevant documentation regarding current services and support needs

The objective: Continuity of information → Continuity of support

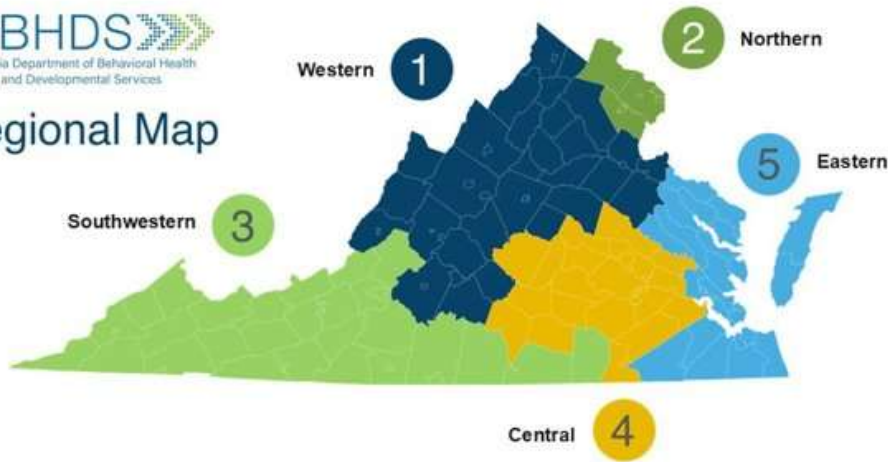
Then your region moves

Support Brokerage: Regional Rollout

Support Broker services will be implemented in stages



Regional Map



March 1, 2027 Region 1 – Western + Region 3 – SW

April 1, 2027 Region 4 – Central

May 1, 2027 Region 5 – Tidewater

June 1, 2027 Region 2 – Northern + Tangier Island



One region at a time. One transition at a time.

What are the next steps?

A Glance At 2027

The overall timeline



January 1, 2027
Communication Begins



March 1, 2027
Western + SW transition



April 1, 2027
Central transition



May 1, 2027
Tidewater transition



June 1, 2027
Central transition



Within 90 days
Contact + visit

NOW

Current S/F model

ON-GOING

Support Broker model

After The Transition



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When your region transitions

New Model: Transfer Begins

Confirm every member is paired with a Support Broker

The transfer of member information begins:

1. Impacted individuals/EOR's are identified
2. Support Broker services are established
3. Relevant individual information and documentation are made available
4. The Support Broker contacts the individual
5. The Support Broker schedules a face-to-face visit

Within 90 days

First Support Broker Visit

The Support Broker connects with the member

Regional transition date



Support Broker makes contact



Visit is scheduled



Face-to-face visit within 90 days

Tip: This is the time for the Support Broker to establish the relationship and begin working with the member under the new model.

Wrap-up

Communication Is Key

We've already started!



You will receive information: Communications have begun and will continue throughout the transition.



Individuals will have time to transition: The 90-day authorization extension provides additional time, subject to eligibility requirements.



Information will move with the individual: Current assessments, plans, and relevant documentation will support the transfer.



The transition will happen regionally: Not everyone transitions on the same day.



We recognize the impact on S/F's: Additional guidance will address the steps and responsibilities associated with the phase-out of the S/F role.

We want to hear from you

Q&A: FAQs

Q: “Will S/F’s automatically be transferred to a Support Broker position?”

A: No.

Q: “Will there be required training for Support Brokers?”

A: Not required to complete the S/F module, however, each MCO is currently building out what this looks like, pending approval. DMAS will update once received.

Q: “Will Support Brokers be expected to manage more or less individuals?”

A: Depends on the employer. Varies.



We want to hear from you
Q&A: Discussion



Resources:

DMAS:
cdsf@dmass.virginia.gov