



# Supporting Self-Direction in Wisconsin for Over a Decade

Founded in Wisconsin in 1972 by the Knapp family, Lori Knapp Choice™ was created to provide a better life for then 13-year-old Lori Knapp, helping her live in her community rather than an institution.

That same commitment still drives our work today: supporting individuals of all ages and abilities to live independently, make their own choices, and direct their supports with confidence. For more than 10 years, we have helped make it possible for individuals with long-term care needs to live with greater power, control, and independence.

## The Enrollment Process

### Prompt Welcome Call

- Your dedicated Enrollment Specialist will call you to initiate services
- They will explain the process and answer all your questions
- Your in-home enrollment visit will be scheduled so you can begin receiving services quickly
- If an in-home visit isn't possible, we will make other options available

### Personalized In-Home Enrollment

During your in-home enrollment visit, your Enrollment Specialist will:

- Help you and your Direct Care Workers complete paperwork
- Review Electronic Visit Verification (EVV) requirements and provide training on our EVV tools
- Review *mySDHub*, your online tool to manage your supports and services
- Provide helpful guides that include self-direction basics, EVV instructions, key contact information and more

## Ongoing Support

### Proactive EVV Support

- Our dedicated Electronic Visit Verification (EVV) team is available to answer all your questions
- Our team will provide proactive support to you and your Direct Care Workers whenever needed

### Accurate and Timely Payroll

- Your Direct Care Workers will be paid on time, every time
- Direct Care Workers will be paid twice a month
- Direct Care Workers enter service codes and time worked
- Before payroll is processed, you approve everything online



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