Transition - Frequently Asked Questions

This frequently asked questions (FAQ) information sheet was created to assist Service Facilitators, existing Employers, and their current Attendants to better understand aspects of the transition from PPL to Consumer Direct Care Network as the Fiscal/Employer Agent.

Consumer Direct Care Network

Who is CDCN?
Consumer Direct Care Network (CDCN or Consumer Direct) is the Fiscal/Employer Agent (F/EA) provider for individuals enrolled in either the Community Living (CL) waiver, and/or the Family Individual Supports (FIS) waiver through Virginia’s Department of Medical Assistance Services (DMAS). As your F/EA, we provide superior customer service and support to Individuals throughout Virginia.

When will our services transition to CDCN?
Consumer Direct will contact you prior to January 1st to let you know about Town Hall meetings and other training opportunities.

How do I Contact Consumer Direct?
Email: InfoCDVA@ConsumerDirectCare.com
Toll-Free Phone Number: 1 (888) 444-8182
Toll-Free Fax: 1 (877) 747-7764
Mail: 2112 W. Laburnum Avenue, Suite 112
Richmond, VA 23227

Customer Service inquiries will be handled by our Customer Service Center and may be escalated to local CDCN Program Coordinators.

Employer of Record (EOR) Responsibilities

Which forms do I need to complete and sign for this transition?
1. Unemployment Insurance Account Authorization form
2. 2678
3. PAR 101 – VA Power of Attorney

Where do I find these forms?
These forms are accessible online at:
DMAS’ website at: www.dmas.virginia.gov
CDCN’s website at: www.ConsumerDirectVA.com/forms

The forms are in a packet titled: Employer Transition Packet
When do I need to have these forms completed?
Forms must be submitted to Consumer Direct by 12/3/2018. Please submit completed and signed forms to InfoCDVA@ConsumerDirectCare.com, or fax paperwork to (877) 747-7764.

Whom do I contact if I have questions regarding paperwork?
Please contact your Service Facilitator or CDCN’s Customer Service Center at (888) 444-8182.

Whom do I contact if I need to hire an additional attendant?
Please continue to complete and submit attendant enrollment paperwork through PPL. CDCN will begin assisting with Attendant paperwork on 12/13/2018. We look forward to assisting you.

Attendant Responsibilities

Which forms do Attendants need to complete and sign?
1. Attendant Data Form
2. Pay Selection Form
3. Employee-Employer Relationship Disclosure Form

Where do I find these forms?
These forms are accessible online at:
DMAS’ website at: www.dmas.virginia.gov
CDCN’s website at: www.ConsumerDirectVA.com/forms

The forms are in a packet titled: Attendant Transition Packet

When do these forms need to be completed?
Forms must be submitted to Consumer Direct by 12/3/2018. Please submit completed and signed forms to InfoCDVA@ConsumerDirectCare.com, or fax paperwork to (877) 747-7764.

Whom do I contact if I have questions regarding paperwork?
Please contact CDCN’s Customer Service Center at (888) 444-8182.

Submitting and Approving Time Entries

What is the CDCN Portal?
The CDCN portal is Consumer Direct’s online portal to submit time shifts, view utilization information and access documents. You can access the portal by visiting www.ConsumerDirectVA.com and clicking on Resources and selecting CDCN Portal.

How does the Attendant submit time via the CDCN portal or mobile app?
Submitting time by mobile app:
1. Attendant will register and login to the CellTrak App.
2. Once logged in, the Attendant will select Run Unscheduled Participant Visit.
3. Attendant will choose the participant in which they are providing service for and click the arrow button.
4. The Overview page will appear; the Attendant will need to select Start at the bottom of the screen.
5. After they select Start, the Attendant will select the proper Workgroup ID (Service Code) to designate the intended service they are going to provide and select the arrow key.
6. The Attendant can then provide service; once the Attendant is finished with the service, the Attendant can select Finish.
7. The Attendant and Participant will need to fill out the Finished Visit screen.
   a. Acquiring the proper Employer’s Signature
   b. Acquiring the Attendant Signature
   c. Selecting if the Activity Requires Adjustment
   d. Adding any Visit Summary Notes
   e. To save this screen the Attendant will select the Check Mark

Submitting time via portal:
1. Attendant will register on CDCN’s portal, creating a username and password.
2. Once all documentation is completed and the Attendant has been approved to work, their registration process will be completed internally.
3. Attendant will log into the CDCN portal where they will see their dashboard.
4. Attendant will click on a button that says “Time Entry”.
   a. This will take them to a page displaying the current week.
5. All services codes that the Attendant can work are displayed in that grid.
6. Attendant clicks on the day they want to enter time for and complete the information.
7. When all shifts have been entered, Attendant will the select all shifts for submission and click “Submit”

How does the Employer approve time via the CDCN portal or mobile app?
Approving Time via the CellTrak App:
1. During the Finished Visit screen there will be an option for the Employer/Member Representative’s signature.
   a. The Attendant will select Yes and ask for the Employer signature

Approving Time via the Portal:
1. Employer/Member must first be registered on the CDCN portal.
2. Once registered, when all paperwork is completed, the registration will be completed internally.
3. Once registration is completed, Employer may log in and will arrive at their dashboard.
4. The Employer/Member will see a table of shifts that will need to be approved, if any.
5. To approve shifts, they will click a button that says “Time Entry”.
6. Employer/Member will see the current week in a table showing all shifts submitted by Attendant.
7. Employer/Member may select one or more shifts to approve.
8. After selection, Employer will click on “Submit”.
   a. This will submit selected records for payroll.
9. The Employer/Member may also reject any shift.
   a. Rejected shifts are returned back to Attendant with comments, to be deleted or corrected.

**Where do I find the Member or Attendant ID number for time submission?**
The Member and Attendant ID numbers are assigned by Consumer Direct. We will distribute ID numbers by mail after we have received the completed transition paperwork from you. CDCN will also contact Employers who were unable to attend the Town Hall meetings to provide them with the ID numbers. If you do not know your ID numbers by 12/26/2018 please contact Consumer Direct at (888) 444-8182.

For new attendants, the ID number will be listed on CDCN’s Okay to Work letter that is sent to the Employer upon completion of each attendant’s enrollment packet.

**May I submit paper timesheets?**
During the transition, paper timesheets will only be accepted through January 31st, 2019. Blank timesheets can be found on Consumer Direct’s website at [www.ConsumerDirectVA.com/Forms](http://www.ConsumerDirectVA.com/Forms).

**May I submit one paper timesheet for more than one service?**
No. Currently there is one service code per timesheet.

**What information is required on the paper timesheet?**
Each timesheet will need to include:
- Individual name and ID number,
- Attendant name and ID number,
- Service date(s)
- Shift in and out times,
- Service type (Attendant, Respite, or Companion),
- Employer signature and date, and
- Attendant signature and date.

If you enter time online you will enter the same information through our web portal.
Payment & W-2s

**Pay Group**
CDCN will continue the same payroll cycles for all current attendants.

**How is pay issued?**
Pay is issued as a direct deposit to the bank account of choice or through a US Bank Focus Card.

**How often is pay processed?**
Pay is processed every other Friday depending on your pay group. The payroll calendar is posted on our website at [www.ConsumerDirectVA.com/Forms](http://www.ConsumerDirectVA.com/Forms).

**Whom do I contact if I have questions regarding my pay?**
Please contact CDCN’s Customer Service Center at (888) 444-8182.

**Who will issue my 2018 W-2?**