

# Monthly Meeting Minutes- Existing Service Facilitator

<b>Meeting Details</b>	<b>Dates:</b> October 15, 2019 (10:00a-11:00a) October 17, 2019 (3:00p-4:00p) <b>Location:</b> Web based Meeting <b>Facilitator:</b> Consumer Direct Care Network
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## FARF Updates & Reminders

### FARF Updates

- In the upcoming months, CDCN will implement DocuSign for the FARF's. There are many benefits to using DocuSign to submit FARF's.

### DocuSign benefits include

- Assist SF and CDCN with ensuring that the FARF is accurately completed
- DocuSign helps organize and store documents and other materials by significantly reducing the amount of paperwork
- Also, if changes are made to the FARF, SF do not need to download a new form or worry about using the wrong version

### FARF Reminders

- A FARF is required for all new or transition enrollments
- Packets cannot be completed without a FARF
- Employer of Record changes also require a FARF
- Always use the most updated version which can be found on our website:  
[www.consumerdirectva.com/forms](http://www.consumerdirectva.com/forms)

### Common FARF Errors

#### Incomplete Forms:

- Missing/incomplete information (SSN, Full Name)
- Reason for change not checked (New, Transition, EOR Change, SF Change)
- Incorrect Medicaid ID
- Incorrect eligibility information (Consumer enrolled in Medallion 4)

Once filled out completely, the FARF needs to be submitted by email to [VAREferrals@ConsumerDirectCare.com](mailto:VAREferrals@ConsumerDirectCare.com) or fax at 1-877-571-8649.

**The VAREferrals@consumerdirectcare.com inbox is the email account dedicated specifically for these forms and is how CDCN prioritizes processing the FARFs.**

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**Please note:** When submitting a FARF, please ensure that all information is filled out on the FARF completely and accurately to avoid a delay in processing.

## Time Submission

- Time for dates of service worked prior to September 25, 2019, can be submitted via the web portal to CDCN
- Attendants need to register for the Cell Trak Mobile Application or IVR and begin using it to submit time to CDCN
- IVR registration Forms need to be completed and sent to CDCN prior to attendants using the consumer landline phone to submit time

**Please note:** Service Facilitators can aid CDCN by encouraging attendants to register for the Mobile Application. Employers can register the client's landline phone today to ensure that those attendants, which do not have a smart device or tablet, have an alternative method to submit their shifts to CDCN. Employers can register for the web portal and use it to approve time.

## Cell Trak Updates

Based on user feedback, CDCN has made some updates to our EVV system.

- There is a new version of the app that will require users to update their Cell Trak application
- Multiple caregivers can now register one device. However, if the caregiver has multiple consumers at different addresses, this is not a suitable option. Caregivers should use their own individual device or submit time using the IVR system.
- The mobile app user screens have been updated for a more user-friendly experience.

Please note: CDCN is seeing that caregivers are hitting the "finish" button immediately after clocking in. Clicking finish in the app, ends the shift. The caregiver should not click finish until they are ready to clock out for that shift.

## Consumer Direct Web Portal

The Consumer Direct Web Portal can be accessed by visiting: [www.directmycare.com](http://www.directmycare.com). All attendants, EOR's, and Service Facilitators should register for the web portal.

The Consumer Direct Web Portal is a great resource for Service Facilitators. The web portal allows Service Facilitators to:

- Find participants
- View details

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- View participant service activity
- View related reports
- Get overview of participant authorizations

**Please note:** It can take up to 5 business days to complete SF registrations on the portal.

## Consumer Direct Web Portal Updates

In addition to improvements made on the Cell Trak app, CDCN has also made some improvements to the web portal.

- New features on the web portal allow users to select exception reasons
- Improvements were made on how to approve time, including the addition of the two-week view
- Shift denial reasons are now listed on the Shift Summary Screen

## Consumer Direct Web Portal Shift Statuses

A shift in the portal always has a status. There are nine possible statuses:

- **Approved:** The EOR has reviewed a shift submitted by the attendant and approved it for pay. Approved time can only be changed by CDCN.
- **In Progress:** CDCN has received time approved by the consumer and is preparing it for pay.
- **Ready to be paid:** Time has cleared both the EOR and CDCN processes. This time will be paid according to the current pay schedule.
- **Paid:** CDCN has issued a paycheck to the attendant for this shift.
- **Rejected:** The shift has been rejected by the EOR and returned to the attendant. The attendant may then change and resubmit the shift or delete it.
- **Saved:** The attendant has entered the shift on the portal but has not submitted it to the EOR for approval.
- **Submitted:** The attendant has submitted the shift to the consumer for approval.
- **Deleted:** The attendant has deleted the shift. An attendant can only delete a shift that has not been approved by the EOR.
- **Denied:** The shift will not be paid by CDCN. The denial reason will be sent as a message found in the messaging envelope.

## Consumer Direct Web Portal Shift Denial Reasons

Here are a few reasons why shifts may be denied for attendants:

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- Hours submitted over authorized amount: If time submitted by the attendant exceeds the amount the consumer is authorized, time for that shift will be denied.
- Overlapping shifts: If two or more attendants have submitted time that overlap during a shift, time will be denied.
- Shift already submitted: If the shift has already been submitted and paid, time will be denied.

## Service Facilitator Guides

**Service Facilitator Web Portal User Guide:** This guide provides a comprehensive overview of: My Participant Dashboard, Participant Details, Reports, Summaries, Authorizations, Shift Summary, Patient Pay Report.

**Service Facilitator Agency Administrator Guide:** This guide provides a comprehensive overview of the items mentioned above, while also showing the Agency Administrator how to “Add a caseload” and allows access to Service Facilitators within the Agency.

## Cell Trak IVR Information

Phone: 855.967.0581 (English)

Phone: 855.967.0582 (Spanish)

The Cell Trak IVR is available 24 hours per day. Live support is available during CDCN customer service center operating hours: Monday-Friday, 8am-6pm, Eastern Standard Time. (EST)

To use this option, the participant will need to register their landline phone number with CDCN prior to the attendant being able to clock in or out on the landline phone.

The registration form can be found on our website at [www.consumerdirectva.com](http://www.consumerdirectva.com), located under the forms tab.

The default pin is 1234, unless a custom pin was set up.

The pin can be changed by calling CDCN at 888.444.8182 or by emailing [infocdva@consumerdirectcare.com](mailto:infocdva@consumerdirectcare.com)

## **Existing SF Presentation FAQ 10-2019**

### **1. Can attendants submit paper timesheets for current and future time until further notice?**

Paper timesheets may be submitted to CDCN for dates worked prior to 9/25. Currently, time should be submitted using one of the EVV approved options (Mobile App or IVR). In the event the attendant is having issues with the Mobile App or IVR, they may use the Web Portal. They will have the option to select the reason why the time is being submitted on the Web Portal.

### **2. I have an attendant having a hard time resetting their password?**

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Please call 888.444.8182 or send a message to [infocdva@consumerdirectcare.com](mailto:infocdva@consumerdirectcare.com) and we will outreach the attendant and provide technical support.

- 3. Is there any way for Service Facilitators to see the clients who are using IVR and do not have email/computer access and are not registered on the CDCN web portal?**

Please send us a secure email with the specific individual you are referencing. We can take a look further into their IVR access and confirm if they are set up with the web portal.

- 4. How can private/personal information be emailed to CDCN without violating HIPPA?**

If you do not have secure email capability, please send us a general email and CDCN will initiate the encrypted secure email.

- 5. Many attendants are stating that the IVR is not working causing their in/out times to be incorrect. How can they get these errors corrected?**

Thank you for providing that feedback. Our team we'll look into this. Prior to the EOR approving the IVR time, the attendant can sign into CDCN's web portal and adjust the time. The time will need to be reviewed and approved by the EOR.