

# Monthly Meeting Minutes- New Service Facilitator

<b>Meeting Details</b>	<b>Dates:</b> October 1, 2019 (10:00a-11:00a) <b>Location:</b> Web based Meeting <b>Facilitator:</b> Consumer Direct Care Network
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## Commonly Used Terms

Participant:

- Individual receiving services

Employer of Record (EOR):

- Responsible for hiring, supervising and firing Attendants
- Schedules and approves time worked for each Attendant
- May be the same person as the Participant, but is not always the case

Attendant:

- Employee who provides care to the Participant.
- Employee of the Employer of Record

Fiscal Employer Agent - often abbreviated as F/EA:

- Responsible for processing enrollment packets, paying Attendants, and withholding state and federal taxes on behalf of the Employer of Record
- Consumer Direct is an F/EA

## Consumer Directs' Role in Virginia

As the F/EA, Consumer Direct is responsible for:

- i. Process Employer and Attendant enrollment paperwork;
- ii. Perform criminal history background checks on all new Attendants;
- iii. Issue pay to Attendants;
- iv. Withhold state and federal taxes and other withholdings for each Attendant;
- v. File required quarterly and annual tax reports; and
- vi. Answer questions about paperwork, our applications and payments

## Who Does CDCN Serve?

Consumer Direct serves as the F/EA for participants enrolled in certain Medicaid waiver programs such as:

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- i. Community Living (CL) waiver
- ii. Family and Individual Supports (FIS) waiver
- iii. Elderly or Disabled with Consumer Direction (EDCD)
- iv. Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Program
- v. And any Consumer-Directed Fee-for-Service (FFS) member not enrolled in managed care.

CDCN issues payroll for the following three Service Types:

- i. Attendant Services, service code S5126
- ii. Respite Services, service code S5150
- iii. Companion Services, service code S5136

## Communication with Service Facilitators

CDCN holds our New Service Facilitator trainings on the first Tuesday of every month at 10am. Email-blasts are sent out 48 hours before the trainings. If a meeting is ever cancelled, an Email-blast will be sent out to inform Service Facilitators of the cancellation.

CDCN also holds ongoing Service Facilitator trainings for Existing Service Facilitators on the third Tuesday of the month at 10am and third Thursday of each month at 4pm. We encourage Service Facilitators to join us monthly for the most up to date information.

**Previous Meeting Minutes can be found on CDCN's website at [www.Consumerdirectva.com/sfforms](http://www.Consumerdirectva.com/sfforms).**

## HIPPA-Compliant Emails

Sometimes CDCN will need to send Service Facilitators an email that contains Protected Health Information (PHI) or Personal identifiable information (PII). To remain in compliance with the Health Information Portability and Accountability Act (HIPAA), we will only send sensitive information via secure electronic communications.

CDCN uses a system called Zsecure to encrypt information sent via email.

**These emails may end up in your Spam folder! Please check there first, if you think you're missing an email from CDCN.**

To use our secure services, Service Facilitators will need to create an account to open each of these emails.

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Instructions on how to do this are available on our website under the *Forms* tab or by going to [www.consumerdirectva.com/forms](http://www.consumerdirectva.com/forms) and clicking on the *Other* section.

Once there, the title of the document is “Secure Email Instructions”.

## CDCN's Website

One of CDCN's most valuable resources for Service Facilitators, Employers and Attendants is our website at [www.Consumerdirectva.com](http://www.Consumerdirectva.com).

Located on our website at [www.Consumerdirectva.com/sfforms](http://www.Consumerdirectva.com/sfforms) is where Service Facilitators will find useful forms, such as the Confidentiality Agreement, and the Service Facilitator contact information list. This list will contain all the names of the agents within your agency.

**Please note that only one Confidentiality Agreement and SF list is needed per agency.**

These two documents help CDCN to get the Service Facilitator agency set up properly within our Web Portal system, Directmycare.com.

Other items accessible via our website include enrollment packets, the web portal link, Training Materials, contact information, and more!

## Fiscal Agent Request Form (FARF)

The FARF is the Fiscal Agent Request Form. As Service Facilitators, this form can be filled out and submitted to Consumer Direct when there is a change that will affect the participants' services.

The FARF form provides CDCN with the Participant and Employer's updated demographic information, which Service Facilitator is assigned to the Clients account, and the reason that the FARF is being submitted which is important so that CDCN knows what steps to take next.

This form can be located under the *Forms* tab in the *Service Facilitator* section of our website.

There are 4 reasons Service Facilitators will submit a FARF to CDCN:

- i. An existing Participant is changing to a different Employer of Record;
- ii. An existing Participant is changing to a new Service Facilitator;
- iii. An existing Participant is changing from one FEA to another FEA.
- iv. Or, for a new Participant (new to self-directed services)

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.

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

You will notice on the FARF that there are two options under the Employer Enrollment Packet for you to select. Please select one of the two boxes on how you would like the Employer to receive the enrollment packet. ***Does the Service Facilitator want CDCN to mail the employer a blank packet within 3 business days, or do you prefer to print and provide the enrollment packet to the employer?***

We'd like to remind Service Facilitators, that if you choose the box that states, "the Service Facilitator will print and bring an enrollment packet to the Employer", you can take advantage of filling the packet in as much as possible before printing the form and taking it to the Employer to complete.

Also, under the box titled "Choose all that apply" you'll want to make sure you check the correct box, to indicate the reason for the FARF.

If the participant is changing FEAs, please make sure you indicate the Current FEA and the New FEA.

## Electronic Packets

Electronic packets are easily accessible and can be filled out electronically to help reduce errors and offer faster processing for CDCN.

A red outline indicates areas on the forms that are required to be completed before submitting it to CDCN.

The electronic packets are located under the Forms tab or at [www.consumerdirectva.com/forms](http://www.consumerdirectva.com/forms) for both DMAS and Virginia Premier Employers and Attendants.

**Service Facilitators can assist in encouraging Employers and Attendants to continue to fill out our packets electronically.**

Once the printed or electronic packet is complete, it should be submitted to Consumer Direct for processing.

Electronic packets can be submitted electronically, or printed packets can be submitted via mail, email, or fax. Please double check that all printed forms are filled out correctly and signed before submitting to CDCN.

## Pay Selection Form

Please note that CDCN pays Attendants on a biweekly basis.

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The Pay Selection form should be used for Attendants to indicate how they want to receive their pay from Consumer Direct.

Pay is delivered via direct deposit or through a US Bank pay card.

If the Attendant selects direct deposit, then they will need to include a voided, blank check along with their packet.

**If the Attendant does not indicate a direct deposit option, by default, they will be signed up for a US bank card.**

If the Attendant misplaces their bankcard or accidentally throws away the bank card, they will need to call US bank at 1-877-474-0010 for a replacement card.

## Employee's Hire Date

**The Attendants hire date is determined by the Employer.**

It is critical that the Employer have the Attendant complete all forms upon hire, so that all Federal and State laws and regulations are followed.

**The I-9 form is required to be completed by all new Attendants enrolling in services.**

## OK to Work Letters

CDCN sends out the "Ok to Work" letter to notify Employers that we have received a completed packet, processed the Background Check, and that a worker can start receiving payments.

The Ok to work letter will be sent within 5 Business days from receipt of a **completed** packet.

If the enrollment packet is not complete, then CDCN will contact the Employer to let them know what changes need to be made. The incomplete Enrollment packets are sent back to the Employer for correction and are to be resubmitted with all the correct information.

The OK to Work letter is sent to the Attendant as well as the Employer on file. This letter will contain the Employer and Attendant's CDCN ID numbers, which are needed when registering through the Mobile Application in order to process payment for Attendants. CDCN will pay Attendants for the time submitted, effective their hire date listed on the Form I-9.

If the Attendant's first day of work, as documented on the I-9, is prior to receiving the OK to Work letter, the Employer needs to notify the Attendant that there may be a delay in receiving their pay. The Payments cannot be made to Attendants until they are set up in the CDCN system. The OK to Work letter provides the confirmation that the Attendant is set up in our systems and is ready to be paid according to the 2019 Pay Schedule posted on our website located under the Forms tab in the Time and Payroll related forms section.

## Submitting Attendant Time

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Before we can pay an Attendant, we must have:

- i. A completed Employer packet in our system;
- ii. An active authorization for the Participant; and
- iii. A completed Attendant packet in our system.

There are two ways that Attendants can submit time to be paid. Please note that regardless of the method, the Employer must review and approve the time before it is submitted to Consumer Direct.

The two (2) methods are:

- i. Using our Mobile App, CellTrak; We highly recommend that encourage members to start using our Mobile App for entering time.
- ii. Using our secure web portal;

## Electronic Visit Verification (EVV)

Consumer Direct Care Network has chosen CellTrak as our EVV vendor.

An outline and online videos of the Mobile App, showing users how to register and Employers how to approve shifts, are located on our website under the Resource tab in the Training Materials section or by going to [www.consumerdirectva.com/training-materials](http://www.consumerdirectva.com/training-materials).

## What is EVV?

EVV uses technology to electronically record when Attendants begin and end providing services to Medicaid members.

These systems require a device like a mobile phone or landline to collect Attendant's start and end times and location.

EVV is part of the federal 21st Century CURES Act signed into law on December 13, 2016 which requires states to implement Electronic Visit Verification or EVV.

## EVV Reminders

To avoid a delay in pay, please work with EORs and Attendants to registered for the Mobile Application and web portal today.

## Mobile Application (CellTrak)

**The Mobile Application should be downloaded by the Attendant. The application can be downloaded on the Medicaid members or Attendants device.**

The Mobile Application is available for both iPhone and Android and can be downloaded to any smart device that has location services.

The EOR can sign and approve time on the Attendant's device at the end of shift.

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The most common devices are a smart phone or tablet.

**PLEASE NOTE: In the app store you will see two versions of CellTrak please do not select app version 1.7. it is not the right version!**

Also note, only one device can be registered per user. This means that only one Attendant can submit their time per registered device using the Mobile App.

## Mobile App Registration

Please enter the License ID **200458** and Authentication code **740083** as outlined on the one page outline located at [www.consumerdirectva.com/training-materials](http://www.consumerdirectva.com/training-materials).

The Attendant's Solomon id number is required to register for the Mobile Application. If the Attendant does not have this number, they can call CDCN at 888-444-8182 and one of our Customer Service Reps will provide it to them.

The completed step-by-step registration instructions for the Mobile Application, Web Portal and IVR system can be located on our website at <https://www.consumerdirectva.com/training-materials/>.

## Web Portal

Consumer Direct maintains a web portal that is used by Attendants, Employers and Service Facilitators.

Attendants can use the portal to enter time based on the 6 EVV manual exceptions.

1. I clocked in/out at the wrong time
2. My phone or tablet was not working
3. I forgot to clock in/out
4. The App was not working
5. My member had an emergency
6. I didn't have a phone or tablet

Attendants may also view their documents such as pay stubs and W-2s.

Employers can use the portal to approve time that has been submitted by their Attendants. Consumer Direct will not receive the time unless the Employer approves it. The Employer can also view reports applicable to them.

Participants can view utilization reports outlining how much of the authorization the Participant has used so far and how much remains, as well as, view their Attendants' pay stubs.

Service Facilitators can use the portal to view reports applicable to their caseload such as the Participant's utilization report.

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## CellTrak Interactive Voice Response (IVR)

CDCN's Interactive Voice Response system is another option for Employers to approve time and Attendants to submit time worked to CDCN.

That means that the Attendant will dial a tollfree number from the Consumer's registered phone number to start and stop their shifts.

The attendant will dial 855.967.0581 (English) or 855.967.0582 (Spanish) to start their shift in the IVR. They will need their 7-digit attendant ID along with the Celltrak IVR four-digit pin number.

To use the CellTrak IVR system, the EOR will need to complete a form to register the Consumer's phone number with CDCN.

A copy of the IVR registration form can be found on the CDCN's website under the Forms tab in the Time and Payroll Related Forms section.

This option is available 24 hours/day 7 days/week and is available now.

## Attendant Pay Schedule

All Attendants are paid on the same bi-weekly schedule.

CDCN's two week pay period runs from Thursday to Wednesday.

Time must be submitted by midnight on non-pay week Friday and will be paid on the following pay date according to the pay calendar.

The pay calendar is included as a supplement in the *Attendant Enrollment packet* and can be found on our website under the *Forms* tab in the *Timesheet and Payroll Related Forms* section.

There are two sides of the pay calendar:

1. The first side looks like a traditional calendar. On the calendar, squares represent days when time is due (this means the Employer must approve submitted time on the portal by this date), circles represent pay dates and triangles show post office and bank holidays.
2. The second side shows just the applicable dates. The first two columns indicate the pay period start and end date, the middle column is when the time from that pay period must be submitted to Consumer Direct and the last column shows when the dates from that pay period will be paid.

## Patient Pay



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Patient Pay is a dollar amount that some participants are required to contribute towards their own care. Patient Pay is determined by local Department of Social Services. Patient pay will be deducted on the dates circled on the pay schedule.

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

### **1. What MCO's is CDCN the FEA for?**

CDCN is the F/EA for DMAS Fee for Service and starting September 26, 2019, CDCN will be the F/EA for Virginia Premier.

### **2. Can attendants fax timesheets for time worked prior to 9/25?**

Yes, paper timesheets may be submitted to CDCN for dates worked prior to 9/25.

### **3. When the IVR Registration Form is sent in, will the EOR/Participant receive anything from CDCN confirming the receipt of the form?**

They will receive a confirmation email when the form has been processed. If you have a particular individual you would like to follow up on, please send an email to [infocdva@consumerdirectcare.com](mailto:infocdva@consumerdirectcare.com).

### **4. Does the Celltrak app have the capability to allow caregivers to sign in and out multiple times during the shift without pressing "finish, which ends the shift?"**

Once a shift has been started, it must be finished before starting a new shift. All shifts are live, so they must be completed before starting a new shift.