Monthly Meeting Minutes- New Service Facilitator

Meeting Details	Dates: February 4, 2020 (10:00a-11:00a) Location: Web based Meeting Facilitator: Consumer Direct Care Network

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?

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

     i. Community Living (CL) waiver

     ii. Family and Individual Supports (FIS) waiver

     iii. Commonwealth Coordinated Care (CCC) Plus Waiver

     iv. 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 quarterly on the third Tuesday and third Thursday of the month. 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.

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 and clicking on the *Other* section.

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

CDCN's Updated Website

Now that you are aware of what CDCN does, CDCN wanted to introduce you to one of our most valuable resources for Service Facilitators, Employers and Attendants: our recently updated website.

Our website has been updated to become more user friendly with easier navigation, updated training materials, and improved forms organization. We have reduced the number of clicks it takes to access the pages you use regularly. There are new videos at the top of the training materials, as well as a more accessible Training Materials tab. We have added new user friendly information in our forms section to help you determine which forms should be accessed

Our website is where you will find useful forms, such as the Confidentiality Agreement, and the Service Facilitator contact information list. This list will contain all the names of your agents within your agency.

Please note that only one Agreement and SF list is needed per agency. These two items help CDCN provide the correct caseloads on our web portal (Directmycare.com).

Other items accessible via our website include enrollment packets, the web portal link, training materials, contact information, and more! The website address is ConsumerDirectVA.com.

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 <u>existing</u> Participant is changing to a <u>different</u> Employer of Record;

ii. An existing Participant is changing to a new Service Facilitator;

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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 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.

FARF Reminders

A FARF is required for all new or transition enrollments.

Packets cannot be processed without a FARF.

Employer of Record Changes also require a FARF.

Always use the most updated version which can be found on our website under consumerdirectva.com/forms.

CDCN has updated our FARF form for a more user friendly experience and easier processing.

FARFs will only be processed if filled out completely. Please be sure to fill out the entire form.

Pay close attention to the "Services Requested/Referral Type" box. The first question is "Is the consumer new to self-directed services?" If the answer is yes, then you have completed that portion of the FARF. If the answer is no, then you will need to indicate beneath whether the Client is an existing consumer transitioning to CDCN from a different FEA, an existing CL changing their EOR, or an existing CL changing their SF agency.

Hard copies of Employer Enrollment Packets are available upon request, but are not recommended. Filling out the packet electronically via DocuSign results in faster processing and fewer errors. If the Consumer/EOR still requests a paper packet, please include the EOR's mailing address.

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Submitting Digital FARF's

In the upcoming months CDCN will implement digital FARF's. There are many benefits of submitting FARF's digitally. Some of the benefits include:

- Will assist Service Facilitators and CDCN with ensuring that the FARF is accurately completed.
- Helps organize and store documents and other materials by significantly reducing the amount of paperwork.
- If changes are made to the FARF, SF do not need to download a new form or worry about using the incorrect version.

Employer of Record Enrollment Packet

CDCN understands that although we offer electronic packets as an option for ease of use, there will be situations where an Employer or Attendant will still fill the packet out by hand. Therefore, we wanted to take time to discuss the Employer and Attendant Enrollment Packet in detail.

CDCN has updated the Employer of Record Enrollment packets. Employers can now find more information in their packets on what steps are required after enrollment is complete, important contact information, a detailed Checklist which includes all fields that must be filled out in the packet, a clear outline of the Employer's duties, as well as our step by step registration instructions for our systems.

With our updated EOR packets, we are no longer including the Unemployment Insurance Account Authorization Form to be submitted.

For new Employers, there are five forms that need to be filled out during the enrollment process.

The electronic packets are "fillable" meaning whatever information you type into the first page, will auto-populate down to the applicable fields on the other forms in the packet. This is helpful since it will decrease the amount of writing that Employers and Attendants will need to do.

> The required forms are:
>> i. The Consumer Data Form
>> ii. Consumer Enrollment Checklist:
>> iii. Employer of Record Attestation: When you go over this form with the Employer, it's important that they understand their role and what is expected of them.
>> iv. SS-4 Application for Employer Identification Number
>> v. 2678 Employer/Payer Appointment of Agent

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Common Errors

Rather than show you all of these forms today, we'd like to review the Employer forms where employers experience the most errors.

We receive lots of questions from Employers about the forms they need to complete in order to successfully enroll in our services.

Service Facilitators can assist in encouraging Employers and Attendants in filling out these packets electronically. We are often delayed in getting employers, and attendants set up in our systems due to forms being completed incorrectly or left blank. We'd like to take some time to show you the common errors we are finding with employer and attendant packets, so that Service Facilitators can train or assist your employers in this process.

Remember, errors can be reduced by typing in the information on the first page, and having that data carry over to the rest of the document!

We hope you will encourage in the use of the electronic packets and the fillable options to benefit completion of the packets.

SS-4

The SS4 form is a federal form that allows Consumer Direct to apply for the Employer's Employer Identification Number (aka EIN) on their behalf.
- You'll notice that several fields are already filled in to make this process as easy as possible.
- If the user uses the pre-fillable option mentioned earlier in the presentation, then the information will not have to be written and completion of the form is quick and easy. The picture to the left of the form indicates the most common error made to this form.
- In section 7a and b the Employer needs to fill in their name and ssn as shown on their Social Security card.

For number 11, please enter the same date as used in the signature field.
 Lastly, for number 18, check no if the applicant does not have an FEIN and Yes, if applicant currently holds an FEIN.

2678 Employer/Payer Appointment of Agent Form

The 2678 is a Federal form that allows CDCN to withhold applicable federal taxes on the Attendant's pay check and file tax reports on the Employer's behalf.
The picture to the left of the form indicates the most common error made to part 2 of this form.

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1. Please ensure to enter the Employers information in the fields provided.
2. Please fill out all that apply under section 5 if any, as well as check the box to indicate whether the Employer would like for the CDCN to report, deposit, and pay FUTA tax for them.

Attendant Enrollment Packet

Similar to the Employer packet, the Attendant packet is available on our website under the Forms tab.

b. This packet is also fillable so any information typed in on the first page will "flush" through to the applicable fields on the other forms in the packet.

c. An Attendant packet needs to be filled out for every Employer that the attendant works for; in other words, the paperwork is not transferable between employers.

d. There are ten (10) forms in the Attendant Packet. Let's go through them:

 i. Attendant Data Form
 ii. Attendant Enrollment Checklist
 iii. Employee-Employer Relationship Disclosure Form
 iv. I-9 Employment Eligibility Verification
 v. W-4 Employee's Withholding Allowance Certificate
 v. Form VA-4 Personal Exemption Worksheet
 vi. Pay Selection Form
 vii. Attendant Attestation Form
 viii. VA State Police Criminal History Record Name Search Request
 ix. VA Dept. of Social Services Central Registry Release of Information Form

Employment Eligibility Verification Department of Homeland Security

The I9 form is a requirement from the Dept. of Homeland Security and is needed to verify that the Attendant is eligible to work in the United States.
The picture to the left of the form indicates the most common error made to this form.
Please provide any other names used or enter n/a if none has ever been used.

- A physical address must be indicated. A PO box is not allowed for this form.
- Check the box that best describes citizenship or immigration status for your attendant.
- Please do not forget to check the box that indicates whether a preparer or translator was used to fill out this form.

Form W-4

Attendants must complete the W-4 so that Consumer Direct can withhold the correct federal income tax from the Attendant's pay.

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The Personal Allowance Worksheet attached to the form helps the Attendant identify how many allowances they should claim in box 5 on the W-4.

The picture to the left is the most common error when filling out this form.

- •Determine allowances by completing the worksheet on page three of the form.
- •Enter any additional amount you want withheld from each paycheck, if any.
- •If you have no tax liability and are claiming a full exemption, write "exempt" on line 7, then print out, sign and date the form.

Virginia Form VA-4

The VA4 form determines the amount of state income tax to be withheld from the attendants pay.

Similar to the W-4, the VA-4 is the State's equivalent form for calculating Virginia's state income tax withholding.

Attendants must indicate the number of personal exemptions that apply to them and other required information.

Criminal History Record Name Search Request

Let's now discuss the VA State Police Criminal History Record Name Search Request

- All Attendants are required to submit to a criminal background check through the Virginia State Police.
- This form authorizes Consumer Direct to run the background check on the Employer's behalf.
- This form must be notarized before it is sent to Consumer Direct.
- Attendants may work and be paid for services for up to thirty (30) days pending the results of the background check.
- The employment of any attendant with a barrier crime offense will be terminated.
- Please note: CDCN pays for the cost of the background check, no money is required to be supplied for this cost.

Click Next: The following are common errors made on this form:

A local notary is to fill out the affidavit for release of information section.

- •The attendant must sign the form in the presence of the notary.
- •The signature of person making request should be left blank and will be filled out by CDCN once the form is received.

Employment Relationship Disclosure Form

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The Employee-Employer Relationship Disclosure form provides CDCN with the attendant's exact relationship to their Employer. This form will exempt the attendant from paying taxes on earnings.

Here are more details about this form:

- Attendants may be exempt from payroll taxes depending on the Attendant's age and relationship to the Employer of Record.
- Attendants who live in the same house as the Participant may be exempt from federal minimum wage and overtime regulations.
- This form is for the Attendant to identify the option that best describes their relationship with the Employer (not the Participant).
- They only need to select one of these boxes and then answer any additional questions as applicable.
- Looking at the 2nd page, this is where the Attendant needs to indicate if they live with the Participant.
- Both the Attendant and the Employer need to sign & date this form.

The picture to the left of the form indicates the most common error made to this form.

- Please ensure that your attendant selects one or more that apply to their specific situation.
- If the attendant is the parent of the employer, they must answer the three additional questions outlined.

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 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.

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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.

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 accidently 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.

Enrollment Confirmation

Now that we have determined the Attendant's Hire Date, let's discuss Enrollment Confirmation.

CDCN will send out an Enrollment Confirmation letter to notify Employers that we have received a completed packet, processed the Background Check, and that a worker can **start receiving payments**.
This 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 and Attendant to let them know what changes need to be made.
The Enrollment Confirmation letter is sent to the Attendant as well as the Employer on file within 5 business days of receiving a completed packet.

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This document will outline the Employer and Attendant's CDCN ID numbers, the EOR and Client information, and the Attendant's Pay Rate.

CellTrak for EVV and Web Portal information is also provided in the Enrollment Confirmation, as well as Additional Resource information such as the CDCN Payroll Calendar and Registration instructions found on our website at www. Consumerdirectva.com

Submitting Attendant Time

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.

CDCN wanted to remind Service Facilitators that paper timesheets are no longer accepted as of January 4, 2020. Please encourage your attendants to sign up for one of the EVV approved methods to avoid a delay in pay.

Attendants can submit time using the Cell Trak Mobile App or the IVR.
All attendants should also register for the Web Portal.

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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.

9/26/2019 is the beginning of the pay period; please refer to our website for the full pay schedule under the Forms tab in the Timesheets and Payroll Related Forms section.

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.

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.

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.

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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.

<u>Attendants</u> can use the portal to enter time based on the 7 EVV manual exceptions. Attendants may also view their documents such as pay stubs and W-2s.

<u>Employers</u> 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.

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

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.

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

The IVR phone number is 855.967.0581 (English) or 855.967.0582 (Spanish).

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

Service Reports

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Spending Summary Report: This report provides an overview of how many authorized hours the Participant has used so far and how many hours are remaining.

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.

W-2 Information

W-2 forms were sent out on January 31, 2020. The W-2 form is the form that an employer must send to an employee and the Internal Revenue Service (IRS) at the end if each year. The W-2 form is the official Wage and Tax Statement that reports an employee's annual wages and the amount of taxes withheld from their paycheck.

Consumer Direct Care Network mailed out W-2's to the address CDCN has on file as of December 20, 2019. W-2's were mailed via regular USPS mail on January 31, 2020.
CDCN will begin re-issuing W2's per Caregiver's request if they have not received the W2 by February 17th. Caregivers will need to call our customer service center during business hours at 888-444-8182

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CDCN Payroll IVR

The CDCN Payroll IVR is a self-serve option. Employees can access hours submitted and respite amounts. Attendants can access pay amounts and hours submitted. You will need your 7-digit Consumer Direct ID number and PIN. The default pin is 1234. This is the same PIN you will use for the landline EVV option. You can change your PIN by emailing infocdva@consumedirectcare.com or calling 888.444.8182.

Patient Pay

While we are taking about our Payroll Calendar, we wanted to give you some information about Patient Pay.

Patient Pay is a dollar amount that some participants are required to contribute towards their own care.

Four percent of Medicaid Individuals enrolled in Consumer-Directed Services, have Patient Pay responsibilities, for services received, as determined by local Department of Social Services.

Patient pay will be deducted on the dates circled on the pay schedule

Contact Information

To better serve you, CDCN has expanded it's customer service center operating hours. Our new hours are:
Monday-Friday: 8 am – 7 pm, EST and Saturday: 9 am – 1 pm, EST

New SF Presentation FAQ 02-2020

1. **If a Consumer has CDCN as the FEA for Virginia Premier then has a Medicaid lapse and goes to Fee for Service and is still with CDCN, does the Service Facilitator need to complete another FARF?**

Now a new line item is going to be added to be FARF to indicate a Loss of Eligibility to indicate one for the FARF reasons.

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2. **Will the EOR packets be updated to take off the PAR 101 form?**

Yes, the PAR 101 form is no longer required in the EOR enrollment packet. The packets on our website have the most up to date forms for use.

3. **Are Attendants required to submit a copy of their ID on the I-9 form to CDCN?**

No, the EOR has the responsibility of checking the ID's needed for the I-9 form and then providing their signature on the form as confirmation that they have reviewed the required documents.

4. **Will Service Facilitators be able to look up how many attendant hours per week an individual is authorized for without having to calculate how many weeks are in the authorization period and dividing that amount into the number of authorized hours?**

The Service Facilitator web portal allows the Service Facilitator to look up client authorizations. Please visit directmycare.com. Once you log in, you will click on the "My Participants" tab in the upper right-hand corner, select the participant and then there will be an option to select authorizations. This is where you can view your participant's authorizations.

5. **Can this Presentation be found on the website?**

A copy of the meeting minutes for this presentation will be posted to our site shortly. Please visit www.consumerdirectva.com/sfforms