

COVID-19 Emergency Response

Can I become a Caregiver/Attendant for my spouse or minor child?

Yes, but only as a temporary Attendant under the COVID-19 DMAS guidance.

Can I serve as the temporary Attendant and Employer of Record?

No, if you are the current Employer of Record you cannot be an Attendant. Additional information about how to change Employers of Record can be found here: www.ConsumerDirectVA.com/Forms.

How can I become the temporary Attendant for my spouse or minor child?

The packet may be completed using DocuSign. All enrollment user guides and instructions can be found here: www.ConsumerDirectVA.com/Forms.

What happens if I do not have access to DocuSign?

All users who have an internet connection have access to DocuSign. The DocuSign packet can be found here: www.ConsumerDirectVA.com/Forms. The use of DocuSign is required.

How long will it take to process my temporary Attendant packet?

Please allow up to five business days for packets to be processed. Once your packet is processed, the Employer of Record and the Attendant will receive an enrollment confirmation email.

What if I am currently in the process of applying for or receiving unemployment?

Please contact the Virginia Employment Commission for questions related to eligibility for unemployment. (www.vec.virginia.gov)

Do I have to have Virginia State Police criminal background check and Department of Social Services Central Registry check? Do I have to get the background check forms notarized?

Yes, criminal background and central registry checks are required to become a temporary Attendant.

Do I have to get the criminal background and central registry check forms notarized?

Yes, the forms must be notarized. CDCN must receive the original form for the DSS background check (for minor consumers). There may be mobile notaries available at www.mobilenotary.com. You may also use banks, United Parcel Service (UPS), your local postal service, health departments, and other resources as well. **(Please call each resource for additional information).**

Will I be able to be a permanent attendant for my minor child or spouse?

No, this program change is in response to COVID-19 emergency and is **temporary**. Parents and spouses are **temporary** workers and will not receive pay once this pandemic is over.

How do I submit my time to CDCN?

You must submit your time on the web portal, www.DirectMyCare.com. All shifts must be submitted within 14 days of the date of service. Please visit www.ConsumerDirectVA.com to view helpful training resources!



Frequently Asked Questions

Is the process of paying parents of minor children and spouses of the consumer retroactive?

No, the effective date of this process is 04/20/2020. No dates worked prior to this date will be paid. Additional information related to the Medicaid response to COVID-19 pandemic may be found at:

<https://coverva.org/covid19/index.cfm>

Can parents of minor children and spouses be paid for consumer-directed personal care, respite care, and companion care services?

Temporary Attendants can be paid to provide personal care services. They **cannot** provide respite or companion care services.