Monthly Meeting Minutes- Existing Service Facilitator

Meeting Details	Dates: January 19th, 2021 (10:00a-11:00a)
	January 21st, 2021 (3:00p-4:00p)
	Location: Web based Meeting
	Facilitator: Consumer Direct Care Network
	Participants:
	21 attended on 1/19/21
	25 attended on 1/21/21

FARF Updates & Reminders

- Always use the most updated version which can be found on our website: www.consumerdirectva.com/forms
- Competed & accurate FARF's are processed within 3 business days
- A FARF will be used to submit EOR changes. If there is no FARF on file, CDCN will contact the Service Facilitators to request the FARF to process the New Employer Enrollment Packets.

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
- Client/EOR/Attendant packet being sent in prior to receiving FARF

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

FARF Form Update

CDCN has made an update to the EOR Change Section on the FARF. This change includes the (1) Effective Date and (2) instructional language for new EOR in the EOR change section. Both of these changes are highlighted in red on the slide.

These changes will provide the necessary instructions for EOR and Services Facilitator on how to complete an EOR Change without delay.

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DocuSign FARF

The DocuSign FARF is now available. This will be the preferred method to submit FARFS to CDCN. Many of the errors mentioned on the previous slide can be prevented with the submission of the DocuSign FARF. SFs can find the DocuSign FARF on our website in the Forms tab, under the Electronic Fiscal Agent Request Form.

There are many benefits of submitting FARFs electronically. Some of the benefits include:
- This will assist Service Facilitators and CDCN with ensuring that the FARF is accurately completed.
- It will help organize and store documents and other materials by significantly reducing the amount of paperwork.
- Also, if changes are made to the FARF, SF don't need to download a new form or worry about using the wrong version.

We will have the DocuSign FARF user guide available to assist with the completion of the FARF. Please utilize this document when completing the FARF.

If a DocuSign FARF was started by a Service Facilitator but not completed and submitted to CDCN, SFs will receive a notice from DocuSign 90 days later that the link has expired. CDCN is not able to access any information from a DocuSign FARF until it is submitted to CDCN.

Has my FARF been Received?

One of the most common questions we receive during FARF submission is, has my FARF been received?

If the FARF was completed via DocuSign, a confirmation email will be sent once the FARF has been reviewed by the team and processed. If the FARF has an error and needs a correction, or has an update regarding eligibility, the FARF team will download the FARF via PDF from

DocuSign and submit back to the SF's email address with the information needed.
If the FARF was completed by paper and submitted by email or fax, our FARF team will send a follow up email with the status. This email will inform of any corrections, updates, eligibility inquiries, or if it was successfully processed.

To summarize, if the DocuSign or paper FARF has been received by the CDCN team, the SF will receive an email with confirmation of processing, corrections needed, or updates.

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Packet Process Reminders

- Completed packets are processed within 5 business days
- Consumer packet is needed in order to be able to process the Attendant packet
- Missing Information: Packet cannot be processed
- Packet Corrections: CDCN will notify EOR regarding corrections
- Consumer added to Service Facilitator Agency Portal after receipt of completed packet
    - The EOR will be notified by email if an email address is on file. If no email address is present, then CDCN contacts the EOR by phone. If they cannot be reached, a voicemail is left.

New Enrollment Packets- Attendants

On this slide, is some important information regarding the Attendant packets.

The Attendant packets now have a more detailed instruction packet to assist with entire completion of the packet. Please encourage all EORs and Attendants to utilize this document to ensure completion of the entire packet. This will result in faster processing due to minimalized errors. The instructions have been increased from 6 to 17 pages, as it includes highlighted mandatory fields for each page in the packet as an example for Attendants to reference.

As mentioned previously, instructions for assisting with completing these forms are available on our website under the Forms tab.

New Enrollment Packets- EOR

The Employer of Record packet has also been updated for ease of use. EORs can reference the Employer packet instructions for a step by step guide on completing the enrollment packet, which includes sample pages with highlighted mandatory fields. This Instruction packet is only 6 pages long.

Overtime Changes

Effective January 1, 2021, Attendants may work up to eight hours of overtime per work week. Attendants who do not live with the member are eligible for overtime payments. The Attendant may not exceed the member's bi-weekly authorized hours.

If an Attendant qualifies for overtime, the Attendant must use an approved Electronic Visit Verification (EVV) method including the EVV mobile application or IVR system.

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Live-In Exemption Changes

Effective January 1, 2021, Attendants who live with the member are eligible for the EVV Live-in Exemption. Live-in Attendants may use all forms of electronic time entry including the online portal, EVV mobile application, and IVR system.

If you are a live-in Attendant, you will be required to provide proof of address. Forms of proof of address can include but are not limited to driver's license, voter registration card, banking statement, credit card statement, utility bill statement, or cell phone bill statement.

New Attendants starting January 1, 2021 will be required to provide proof of address during the enrollment process.

Existing live-in Attendants have until June 30, 2021 to provide proof of address. The Fiscal/Employer Agent (F/EA) will provide details on how to submit documents for verification. Attendants who do not send in the required documents will no longer be considered live-ins and must comply with all EVV requirements.

Attendants cannot qualify for both overtime and live-in exemption.

Cell Trak Interactive Voice Response (IVR)

To use the Cell Trak IVR system, the EOR will need to complete a form to register the consumer's landline phone number with CDCN. This form can be found on our website at www.consumerdirectva.com, located under the forms tab. This option is available 24 hrs/day, 7 days a week for attendants to clock in and out.

If the Attendant is receiving any error codes or is unable to clock in, then the IVR registration is not complete. The EOR must submit the IVR Registration form to be able to use the IVR system.

EVV Compliance

CDCN will partner with DMAS to make outbound calls to Employer of Records to increase awareness and compliance with EVV.

CDCN will contact EOR's and Service Facilitators to assist with attendants who are non-compliant. Attendants must use an approved EVV option, either CellTrak or the IVR system.

We have training resources available to assist the Attendant with becoming compliant. On our website *www.consumerdirectva.com,* there are training videos and Fact Sheets that provide helpful information which can be located under the Training Materials tab.

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Consumer Direct Web Portal

The Consumer Direct Web Portal can be accessed by visiting: www.directmycare.com. All attendants, EOR's, and Service Facilitators should register for the web portal. You now can translate the web portal into either English or Spanish.

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

- Find participants
- View details
- View participant service activity
- View related reports
- Get overview of participant authorizations

If you have not yet registered with the CDCN Portal see the Web Portal Registration guide at www. consumerdirectva.com/training-materials/

If you have already registered for the web portal your profile will be activated once we have received the confidentiality agreement and we have established your agency account in our system.

Web Portal Update- Single Sign On

CDCN is introducing a new feature on the Web Portal. Users with multiple roles can now log into DirectMyCare.com with one User Name and Password. Users with multiple roles can switch between roles, by clicking on the drop-down arrow under your name in the upper right-hand corner. For questions, visit the FAQs on ConsumerDirectCareVa.com.

Service Facilitator Participant Dashboard

For the Service Facilitator, everything starts with the **My Participant Dashboard**. When you select a participant, you can find out more about them, the employees who work with them, the employer of record, and spending/utilization reports.

Participants are grouped by agency, and the very **first thing you'll need to do is pick an agency**.

Once this is done, a list of participants in that agency appears in the dashboard. (If you are still not seeing results, your agency administrator needs to assign you a caseload.)

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Agency Administrator Dashboard

On the Agency Administrator web portal, Agency Administrators control which participants service facilitators can see in the Portal by managing caseloads.

Agency Administrators can search for caseloads by name and sort columns with a filter to quickly find caseloads.

The Participants and Service Facilitators link open screens where Participants and Service Facilitators information can be found and reviewed.

If you are an Agency Administrator and are not able to view all the clients assigned to your agency, you can send an email to infocdva@consumerdirectcare.com or you can call our customer service center 888.444.8182 and someone will be able to assist you with getting your clients added to your agency web portal.

Web Portal Resources

CDCN wanted to inform you of the different resources available on our website to assist with navigating the Web Portal: The Agency administrator User Guide and the Service Facilitator Web Portal User Guide.

These resources have been updated with recent changes to our Web Portal including the now available Patient Pay section. Please utilize these materials when navigating the Web Portal to explore all functions available to SFs and Administrators.

Authorizations & Agreements

Learn more about a participant's authorization(s). Clicking the Authorization button in the top right corner of a Participant Detail screen opens the **Authorizations Dashboard.** Click an authorization to open Agreement Details. This shows more information and an overview of unused units/funds by service code.

Authorizations are listed one by one. Each shows the participant's name, provider, and the date range of the authorization. Fields can be filtered to help find authorizations when there are many to choose from. **Tip:** *Filter the Status column to show only active authorizations.*

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Secure Emails

Consumer Direct uses a secure messaging system to send protected health information. On this slide is an example of what the secure email looks like when being sent from Consumer Direct Care Network.

You will click on the 'open message" button to open the email.

If this is your first time viewing a secure email from Consumer Direct Care Network, you will need to register. The secure email log in credentials are different than your CDCN web portal log in credentials.

After registering, you will be able to sign in and view the secure email. You can also respond back to the email securely.

Messages sent via a secure email from CDCN do expire after a certain period and the expiration date will be noted in your secure email.

Note: If you are expecting a secure email from someone at CDCN please check your spam/junk folder often as messages may end up there.

CDCN Website

 All of the information we have shown you can be located on our website at consumerdirectva.com. This is where you will go for forms including self-enrollment packets using DocuSign, our web portal link, training materials, the training schedule, contact information and more.

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 and new Fact Sheets in the training materials, as well as a more accessible Training Materials tab. The new Step by step Fact sheets include Attendant: Resubmit or Delete a Shift, Time Entry Exceptions, Paystubs and Documents, and for the EOR: Reports and Documents. We have also added new user-friendly information in our forms section to help you determine which forms should be accessed.

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Payroll Reminders

Consumer Direct Care Network wanted to remind Service Facilitators, EOR's and attendants that CDCN can begin paying attendants when the following steps have been completed:

1. The participant is approved to receive authorized services

2. The participant is eligible for Medicaid and Waiver Services

3. The Employer of Record Enrollment packet has been received by CDCN, all forms are complete, and a unique ID has been issued

4. The Attendant Enrollment packet has been received by CDCN and all forms are complete

5. CDCN has received a notarized SP-167 form with notary seal and DSS form if applicable

Please note: If there are errors to any of the required forms, CDCN will contact the EOR & Attendant via email and or phone to let them know what changes need to be made.

Attendant Pay Schedule

- Attendants are paid on the same bi-weekly schedule
- The two-week pay period runs from Thursday to Wednesday
- Time must be submitted by midnight on Friday and will be paid on the following pay date according to the pay calendar. Again please note, Time **must** be submitted and approved by the EOR by midnight on Friday in order to be paid the following pay day.
- The pay 2021 calendar can be found on our website under the forms tab in the *Timesheet & Payroll Related Forms* section
- There are two sides to the payroll calendar:
    - The first side looks like a traditional calendar. On the calendar, squares represent days when time is due. This means the EOR must approve submitted time on the web portal by this date. Circles represent pay dates and triangles show post office and bank holidays.
    - The second side shows just the applicable dates.
    - Moving from left to right, 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.

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Verification of Employment Requests

Verification of Employment requests must be sent to infoCDVA@consumerdirectcare.com to be processed. Processing can take up to 5 business days due to the volume of requests received. Please encourage Attendants to fill out as much information as possible. Return contact information such as fax or email must be included on form in order to be processed.

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 submitting their time**. An attendant can submit time and be paid for up to 30 days pending their criminal history background results.

This letter will be sent within **5 Business days** from receipt of a **completed** packet.

The Enrollment Confirmation letter is sent to the Attendant via email as well as the Employer on file. This letter 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

Patient Pay Report Now Available

The Patient Participation deduction is an amount determined by the local Department of Social Services (DSS) that the participant may have to pay for the services he or she receives from the attendant. If the participant is subject to this deduction, the Patient Pay amount determined by DSS will be subtracted from the attendants pay and must be repaid by the Participant. To be reimbursed the attendant must show the Employer of Record a copy of his or her pay stub showing the Patient Pay deduction. The EOR is responsible for ensuring that the attendant is reimbursed for the full amount deducted from the attendants pay.

Patient Pay will be deducted from attendant's pay checks for pay periods that include the first day of each month. The Pay Schedule shows these pay periods circled. Please refer to the CDCN Payroll calendar for Patient Pay dates.

A Patient Pay Report is now available for Service Facilitators (SF) and Agency Administrators (AA) accounts.

This report will give the Service Facilitators and Agency Admins the ability to view and manage their Participants information.

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COVID-19 Temporary Attendants

In response to COVID-19, parents and spouses have been temporarily approved to be attendants for minors as of April 20, 2020. The current end date for this response has recently been extended through March 11, 2021.

CDCN has created special enrollment packets specifically for parents or spouses. These enrollment packets can be found under our Forms tab in the "COVID-19: Temporary Attendant Forms" section.

For this temporary process, Time can only be entered via the Web Portal within 14 days of service. CellTrak and IVR cannot be utilized.
Attendant Code S5126 can only be submitted. Any Respite or Companion Care submissions will be denied.

All temporary Attendants, being the parents and spouses of the Participant, should select **my Participant had an emergency** as the exception reason when submitting time on the Consumer Direct Care Network web portal.

The current Employer of Record (EOR) cannot be a paid Attendant. If there needs to be an EOR change, the Service Facilitator will need to submit a Fiscal Agent Request Form (FARF) and the EOR and Attendant will need to submit the required enrollment forms.

CDCN has created a FAQ for this COVID-19 response. Please review and utilize this document for assistance with any qualifying Participants. This FAQ document can be found under our Forms tab in the "COVID-19: Temporary Attendant Forms" section.

Consumer Direct Contact Information

Email: infoCDVA@consumerdirectcare.com

Website: www.ConsumerDirectVA.com

Phone: 888.444.8182

Our customer service center operating hours are:

Monday-Friday: 8 am – 7 pm, EST and Saturday: 9 am – 1 pm, EST

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Existing SF Presentation FAQ 01-2021

1. *Will the Live-In Exemption Attendants need to submit proof of address every year?*

   No. Attendants will not need to submit proof of address documentation yearly if no changes will be made.

2. *If I am missing any Participants from my Service Facilitator Portal, what steps do I need to take?*

   If you are missing any Participants from your Agency Portal and have confirmation that CDCN received and processed the FARF, please email infoCDVA@consumerdirectcare.com and we will update your Portal accordingly.

3. *Will this PowerPoint presentation be available on the website? Where can I find the Meeting Minutes?*

   CDCN will have the Meeting Minutes available on our website which will be a complete review of our presentation. You can find the Meeting Minutes at www.consumerdirectva.com/sfforms

4. *Who is responsible for taking out taxes with Patient Pay?*

   CDCN receives Patient Pay deductions from directly from Medicaid. All deductions are pre-determined.

5. *How should Live-In Attendants submit their documentation of proof of address? Do they need to include their CDCN ID number and the Participant they work for?*

   Attendants can submit their Live-In proof of address documentation by email to infoCDVA@consumerdirectcare.com, fax to 877-747-7764, or mailed to our local office. CDCN's contact information can be found on our website at www.consumerdirectva.com. The Attendant should include their CDCN ID number for verification purposes.

6. *Can CDCN please explain the Overtime update in more detail? How do they qualify for Overtime if they only receive less than 40 hours per week?*

   Overtime begins once eligible Attendants have reached the 40 hour mark for the work week. If an Attendant has not worked 40 hours in a week, then Overtime is not implemented. Attendants can use Attendant, Respite and Companion hours to qualify for Overtime Pay.

7. *Can CDCN please clarify the COVID-19 Temporary Attendant's process of submitting time in the Portal within 14 days of service? What if they are unable to due to enrollment delays?*

   Once Temporary Attendants have completed enrollment, they are required to submit their hours within 14 days of service. They will be able to submit time retroactively if needed.

8. *When will CDCN be reaching out to Live-In Attendants to request proof of address?*

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CDCN has notified EORs, Attendants, and Service Facilitators of this update by email blast in December 2020. Live-In Attendants may start submitting their proof of address to CDCN at this time.

9. **If we faxed proof of address documentation to CDCN, how can we make sure it was received, processed and valid?**

    The Attendant may contact CDCN by email at infoCDVA@consumerdirectcare.com or call the Customer Service Center at 888-444-8182 for a confirmation of processing.

10. **Does CDCN already know which Attendants claim to live with the Consumer? If so, can Service Facilitators get a list from CDCN of unconfirmed live-in attendants associated with their agency?**

    CDCN will not be able to provide a list of Live-In Exemption Attendants to Service Facilitator Agencies. The Attendant may contact CDCN to see if they are listed as a Live-In Attendant.

11. **If an EOR has not received the DocuSign Electronic Enrollment packet by email, what steps do they need to take next?**

    The EOR may contact CDCN and we will request for the DocuSign packet to be resent to their email address for completion.

12. **When Attendants submit their proof of address documentation, do they also need to submit a Live-In Exemption form?**

    If the Attendant already has a Live-In Exemption Form on file, then they do not need to submit another Live-In Exemption form. New Attendants completing enrollment, or Attendants who have not previously submitted this form, will need to submit the Live-In Exemption form.

13. **When a Participant has a Patient Pay deduction, is the reimbursement only handled between the EOR and the Attendant?**

    Yes, the EOR is responbile for reimbursing the Attendant for Patient Pay deductions.

14. **Are the COVID-19 Temporary Attendants required to submit proof of address?**

    Any Attendants who are receiving the Live-In Exemption status will need to submit proof of address.