

# Monthly Meeting Minutes- Existing Service Facilitator

<b>Meeting Details</b>	<b>Dates:</b> October 19 <sup>th</sup> , 2021 (10:00a-11:00a) October 21 <sup>st</sup> , 2021 (3:00p-4:00p) <b>Location:</b> Web based Meeting <b>Facilitator:</b> Consumer Direct Care Network <b>Participants:</b> 29 attended on 10/19/21 20 attended on 10/21/21
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## FARF Updates & Reminders

- Always use the most updated version which can be found on our website:  
[www.consumerdirectva.com/forms](http://www.consumerdirectva.com/forms)
- Completed & 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 EOR Names and Information listed for EOR Changes
- 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.

## 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:

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- 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.

In an effort to ensure that all FARFs are successfully submitted to CDCN, please make sure that you are closing and submitting the document properly. CDCN has a DocuSign FARF user guide available to assist with the completion of the FARF. Please utilize this document if needed.

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.

## **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

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- 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 a reminder, if an Attendant is required to submit the DSS background check form, the original form must be sent to CDCN. Sending this form to the Department of Social Services will result in a delay of processing.

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

## **New Enrollment Packets- EOR**

For assistance with the enrollment process, EORs can utilize the Employer packet instructions for a step-by-step guide on completing the enrollment packet. The instructions include sample pages with highlighted mandatory fields for EORs to reference. This Instruction packet is only 6 pages long, so please encourage EORs to utilize this resource available to them.

## **Form Update: Attendant-Consumer Live-In Determination**

The Attendant-Consumer Live-In Determination form has been updated in the packet. This required form can be found on page 6 of the New Enrollment packets for Attendants. Accurate completion of this form will indicate whether the ATT qualifies for the IRS Difficulty of Care income tax exemption. This form is for any new Attendants completing enrollment.

## **Enrollment Packets- Review Before Submission**

Before submitting any packets to CDCN, it is crucial that Employer of Records and Attendants review the information in their packets to ensure that it is appropriately and correctly filled out. Specifically any tax related forms for the Attendant need to be thoroughly reviewed including the Payroll Tax Exemptions Determination, the Attendant-Consumer Live-In Determination, the W-4, and the VA-4 forms.

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The Attendant DocuSign packets are a 2 part process. Once, the Attendant has finished their packet it is then submitted over to the EOR's email address to review, sign and submit the packet to CDCN. It is very important for EORs and Attendants to review the information submitted on their enrollment packets as it will affect how CDCN selects appropriate taxes and payments for Attendants.

CDCN has multiple instructional materials available on our website to assist with the completion of the enrollment packets. Please encourage all EORs and Attendants to utilize these resources before and during the enrollment process.

## Overtime Changes

**Effective July 1, 2021, Attendants may work up to 16 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.

## Live-In Exemption Changes

**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 have been required to provide proof of address during the enrollment process.

Existing live-in attendants can submit their proof of address documentation to [infoCDVA@consumerdirectcare.com](mailto:infoCDVA@consumerdirectcare.com) by email, or fax to 877-747-7764. At this time, ATTs must submit their proof of address documentation and must include the ATT-Consumer Live-In Determination form to re-qualify for the LIE benefit. This form can be found on our website under the Forms tab, located under "Payroll, exemptions, and other forms".

Attendants who have not provided proof of address no longer qualify for the live-in benefit. Attendants who have not sent in the required documents are no longer considered live-ins and must comply with all EVV requirements. This includes using an approved EVV method for all shifts, not exceeding 56 hours per work week, and the difficulty of care tax exemption will no longer apply.

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## EIN Requirements for Employer of Records

CDCN would like to inform you of the updates regarding the EOR's Employer Identification Number.

Once the Employer of Record completes their enrollment documentation, CDCN then applies for an Employer Identification Number through the IRS on behalf of the EOR. If the application was unsuccessful, the EOR will be placed on hold with CDCN and will be unable to approve time for their Attendants.

CDCN will notify EORs of this by secure email which will include the letter shown on this slide. This letter has detailed instructions for the EOR to complete as soon as possible to delay any payments.

If the EIN is not received within 30 days, CDCN will taken the necessary steps to end the EOR's account. CDCN will notify the EOR and the Service Facilitator of the need to find a new EOR.

## 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](http://www.Consumerdirectva.com)

## 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](http://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.

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## **EVV Compliance Data**

EVV has been implemented in Virginia since late 2019. CDCN would like to share information related to the use of mobile app CellTrak. Out of the 7 exception reasons available on the Portal, the 3 reasons selected the most are “My phone or tablet was not working”, “I forgot to clock in or out”, and “The app is not working”.

In the last 8 months, CDCN has made outreach the EORs of the ATTs who have not been compliant with EVV. CDCN would like to remind Service facilitators of the importance of encouraging individuals to use the approved EVV method for time submission daily. Failure to remain EVV Compliant could result in action being taken by DMAS.

Since 2019, CellTrak has made enhancements to improve the user experience. These updates include the ability to use the device offline, allowing multiple users to share 1 device, and the option of the IVR system.

## **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. 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/](http://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.

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## 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.)

## 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](mailto: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.

## 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.*

## 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.

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Please utilize these materials when navigating the Web Portal to explore all functions available to SFs and Administrators.

For the SF Portal, Participants are added once a FARF has been received and processed. Participants, Employer of Records and Attendants must complete enrollment and then register for the Portal in order for their information to populate in the SF Portal. If any Participants are missing from the Service Facilitator Web Portal, please email [infoCDVA@consumerdirectcare.com](mailto:infoCDVA@consumerdirectcare.com) and we will get them added appropriately. If you are still unable to view a Participant on the Web Portal once these steps have been completed, please reach out to your Agency Admin to have the Participant assigned to your caseload.

## **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.

## **Updated One Page Fact Sheets**

CDCN has many one-page fact sheets available to assist EORs, Attendants, Participants, and Service Facilitators with navigating our systems. These one page fact sheets are located under our Training Materials tab on our website. CDCN has recently updated multiple one-page fact sheets including the Attendant: Resubmit or Delete a Shift, EOR: Approve or Reject Time, Attendant: Verify and Submit an Adjusted EVV Shift in the Portal and Getting Started: Reading your Pay stub.



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These updates will help Attendants and EORs better understand the instructions for each of these tasks. Please note that EORs must review shifts for accuracy before approving them. This includes the start and stop times, which ATT worked, and that the correct service code was used. Please encourage your members to review our Training Materials tab on our website for these updates if needed.

## **Updated Fact Sheet: Reading Your Pay Stub**

With all of the recent updates to pay, over time, and the live-in exemption for Attendants; CDCN wanted to introduce our most recent updated one-page fact sheet: Reading Your Pay Stub. The fact sheet shows a break down of all of the definitions of the terms displayed on the pay stub to help Attendants better understand their stub. The fact sheet also guides Attendants with understanding the break down of their overtime with section titled "Overtime Hours Calculator". If any Attendants have questions regarding their pay, please refer them to this resource available to them on our website to help them better understand the break down of their pay stubs.

## **CDCN Website**

All of the information we have shown you can be located on our website at [consumerdirectva.com](http://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 user friendly website has up to date training materials, one page fact sheets, and more. There are training videos at the top of the training materials, and one page fact sheets directly below to assist EORs, Attendants, and SFs with navigating our Web Portal, CellTrak for EVV and more.

## **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

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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

## **Verification of Employment Requests**

Verification of Employment requests must be sent to [infoCDVA@consumerdirectcare.com](mailto: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.

## **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

***If you are a COVID-19 emergency parent or spouse caregiver, the emergency response has been extended and will not end August 1, 2021. More information will be provided when there is an end date.***

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.

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## **Paid Sick Leave For Attendants**

CDCN wants to inform you of the recent update for Attendants- Paid sick leave. The 2021 General Assembly passed HB2137 requiring employers of home health workers to provide paid sick leave benefits to essential employees who work an average of 20 hours per week or 90 hours per month. The Department of Medical Assistance Services (DMAS) is in the planning phase of this important benefit for home care attendants employed through the Consumer-Directed program.

CDCN has a Paid Sick Leave One-Pager and FAQ page available on website. These documents can be located under the Resources tab in the “news” sub-tab. We also have updated training materials for Attendants and EORs which can be located under the Training Materials tab.

The Paid Sick Leave One Pager that CDCN has available on our website answers the most frequently asked questions regarding sick leave which includes:

Who qualifies for paid sick leave?

How will sick leave be earned?

When will sick leave be effective?

& Where can I get more information?

## **Pay Increase for Attendants**

Effective, October 8<sup>th</sup> there has been a 12.5% pay increase for Consumer Directed Attendants. The new pay rate for the Rest of the State (ROS) is \$11.81. The new pay rate for Northern Virginia (NOVA) is \$15.30

## **Consumer Direct Contact Information**

If you need help or have questions, we can be contacted by email and phone. Our contact information listed here can also be found on our website.

Our customer service center phone number is 888-444-8182

For Virginia Premier inquiries, please contact 888-444-2419

For Aetna inquiries, please contact 888-444-2418

**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 10-2021

**1. Why would an Attendant get state taxes taken out of their checks, but not federal taxes?**

*There could be a number of reasons why this would occur. This situation would need to be researched further on a case by case basis. Please email us at [infoCDVA@consumerdirectcare.com](mailto:infoCDVA@consumerdirectcare.com) with more details.*

**2. What is a Verification of Employment request? Would an EOR fill out a VOE request?**

*A Verification of Employment or VOE is a form used by a third party company to verify an Attendant's employment status. An example of this, is a mortgage company trying to verify employment for an Attendant buying a house. EORs do not submit VOEs, only the third party companies are to submit VOEs. CDCN has VOE information listed in the presentation as many VOE requests received are not filled out completely. A VOE with missing information will not be able to be completed. Service Facilitators can assist by reminding Attendants with outstanding VOE requests that the third party company needs to ensure that VOE is completely filled out with return contact information included.*

**3. When will the Attendant Pay Increase go into effect?**

*The effective date of the pay rate increase was July 1, 2021, however this change went into effect October 8, 2021 for shifts submitted on or after this date. Attendants who submitted shifts and were paid for July through September dates of service will be eligible to receive the increase. More information will be available in the coming weeks on the specific timeframes in which attendants can expect this payment.*

**4. Where can we find the Attendant Pay Increase information on the Medicaid Memos?**

*Questions related to the recent Medicaid Memo regarding the 12.5% pay increase should be directed to DMAS at: [ccpluswaiver@dm.virginia.gov](mailto:ccpluswaiver@dm.virginia.gov)*