



Optima Transition for Service Facilitators



Agenda

- ❖ Optima Clients are Transitioning to CDVA!
- ❖ How to Enroll your Participant with CDVA
- ❖ FARFs
- ❖ Submitting Time with CDVA
- ❖ CellTrak Overview (Downloading and Registration)
- ❖ IVR
- ❖ Web Portal Registration
- ❖ Submitting a Test Shift
- ❖ Attendant Pay Schedule
- ❖ HIPAA Compliant Emails
- ❖ CDVA's Website
- ❖ CDVA In Person Town Halls
- ❖ Contact Information



All Optima Members are Transitioning to CDVA!

What Can You Expect?

- ❖ Starting July 13th, CDVA will be accepting time for all Optima attendants.
- ❖ Attendant's first paycheck will be on August 4, 2023.
- ❖ Attendants will be able to receive \$40 by submitting a test shift!
- ❖ Packets will be emailed directly to participants and attendants on May 30th.- June 2nd.

Enrolling with CDVA

- ❖ On May 26th, your participants received a welcome letter, which included instructions for updating their email addresses.
- ❖ When they receive this letter, they will need to scan the QR Code and update their email address with us.

CDVA Welcome Letter



Consumer Direct Care Network - Virginia
6802 Paragon Place
Suite 430
Richmond, VA 23220
Toll-Free: (888) 444-2419
Website: www.consumerdirectcare.com

<date>

Welcome to Consumer Direct Care Network of Virginia (CDVA)!

Starting <July 13, 2023>, CDVA and Optima Health are partnering to provide FEA services for you and your attendant. This letter will explain how you and your attendant will enroll with [us](#).

Enrollment with CDVA

Starting <May 15, 2023> the Employer (you or your designated representative) and attendant will need to complete these steps:

1. Send CDVA your email address to make sure we have the most up-to-date information. You can do this by scanning this QR Code or by visiting <link to email update submission form>. Complete the form on the webpage and click the "Submit" button. If you want to keep the email address you had with PPL, you do not need to complete this step.
2. You will receive an email with an electronic packet <on date> to enroll. The email will come from DocuSign.



Make sure your attendant completes the same steps, so they can also be enrolled.

Once enrolled, attendants will be able to record their hours and the employer can approve them using the mobile app, online portal, or automated phone system. Instructions will be included in your enrollment packet. **Please watch for emails from both Consumer Direct Care Network-Virginia and DocuSign.** If you do not receive an email from DocuSign by <date>, please contact CDVA at <1-888-444-2419 (TTY: 711)>, weekdays from 8:00 a.m. to 6:00 p.m. and Saturdays from 9:00 a.m. to 1:00 p.m.>.

If you prefer to email us, please send your questions to <infoCDVA@consumerdirectcare.com>.

Sincerely,

<Your Consumer Direct Virginia Team>

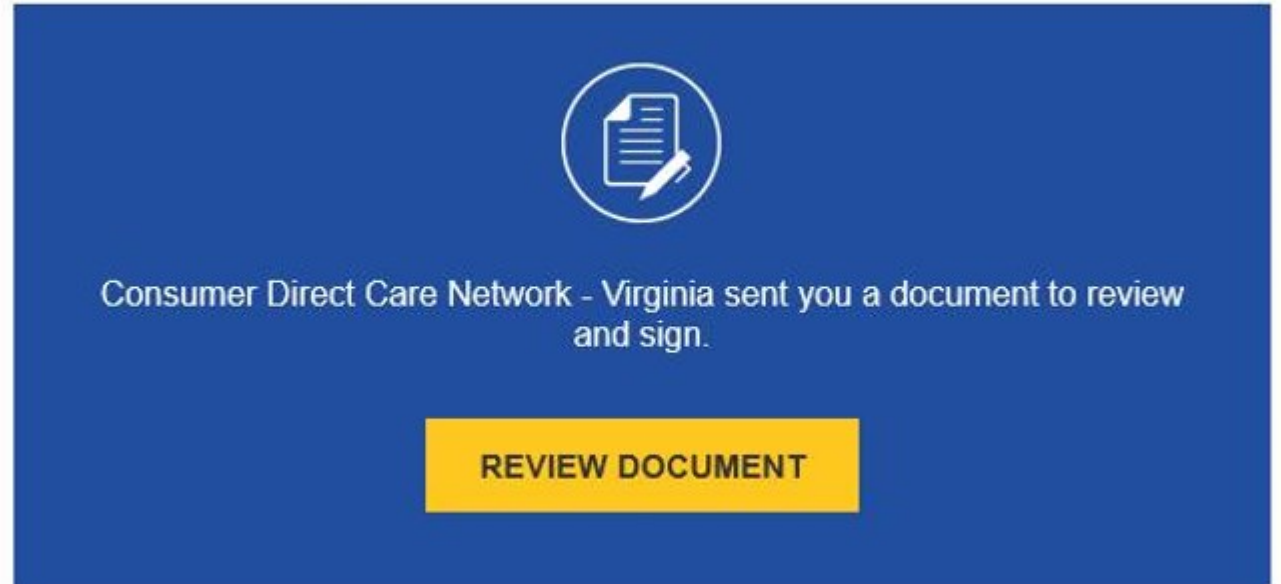
*If you are unable to enroll by email, please call us at the number above.



How to Enroll with CDVA

❖ **May 30th-June 2nd, enrollment packets were emailed to all Participants and their Attendants.**

- The Participant and Attendant each received a packet in a separate email.
- These packets are completed electronically
 - Click “Review Document” and DocuSign will walk them through each step
- If they need their packet resent, please email InfoCDVA@ConsumerDirectCare.com.



Consumer Direct Care Network - Virginia
infoCDVA@ConsumerDirectCare.com



Fiscal Agent Request Form (FARF)

FARFs will not be required for this implementation



Submitting Time

❖ Three methods to submit time

- Mobile Application (CellTrak)
- IVR
- Web Portal (not EVV compliant, may only be used if other methods are not available)



Mobile Application (CellTrak)

❖ From the App Store (iOS/iPhone) or Google Play Store (Android)

- Search for CellTrak
- You will see two applications: CellTrak and CellTrak 1.7.
- **Download the app titled CellTrak.**

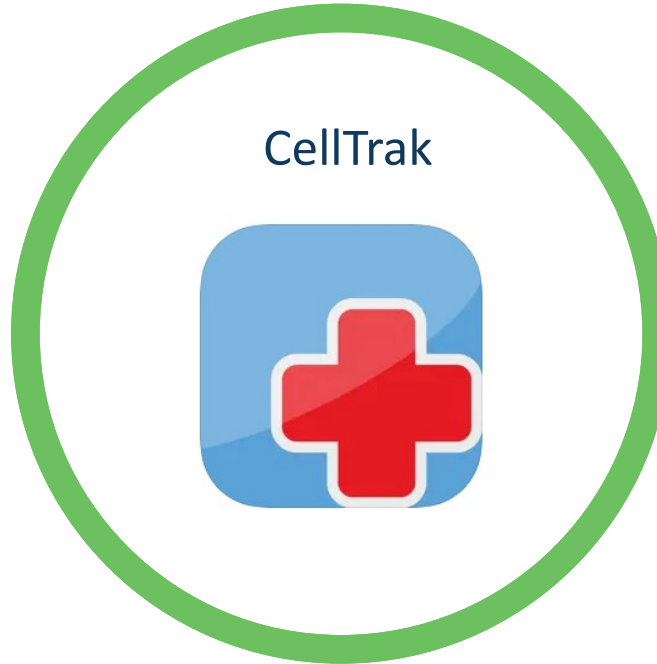
iOS/iPhone



Android



CellTrak



CellTrak 1.7



Mobile Application Registration

License ID: 200458

Authentication Code: 740083

User ID: CDVA-E-Attendant's 7-Digit ID

**Attendants will receive their 7-digit ID number on
their Transition Paperwork**

Consumer Direct Care Network ID

(example: CDVA-E-3001234)

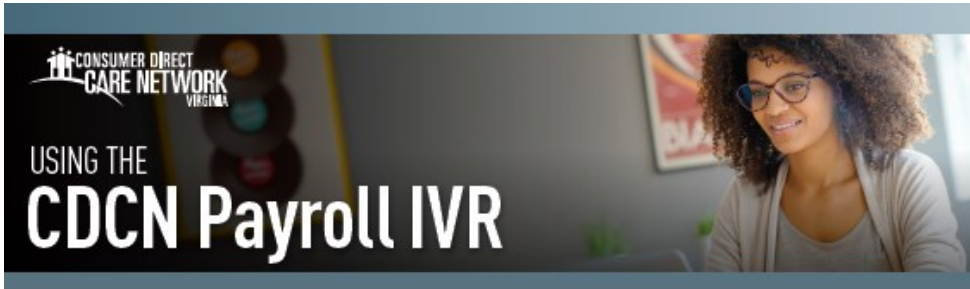
Interactive Voice Response (IVR)

❖ How to apply for our IVR system

- Go to our website ConsumerDirectVA.com
- Click on the Forms tab
- Click on Virginia Premier
- Scroll to Payroll Related Forms
- Click on IVR Registration Forms
- Fill out and send to us by fax: 877-747-7764 or email: InfoCDVA@ConsumerDirectCare.com



Interactive Voice Response (IVR)



The CDCN Payroll IVR is a self-serve option. Employers 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@consumerdirectcare.com or calling 888.444.2419.

Attendant Steps

1. Call 888.444.2419.
2. Press 1 for English or 2 for Spanish.
3. Press 1 for Payments and Pay Amounts.
4. Press 1 that you are a caregiver.
5. Enter your 7-digit Consumer Direct ID number.
6. Enter your 4-digit PIN number (default is 1234).
7. Press 1 to hear pay amounts by pay date.
8. Press 2 to hear total hours submitted by pay date.
9. Press 0 at any time to speak with an agent.

Employer Steps

1. Call 888.444.2419.
2. Press 1 for English or 2 for Spanish.
3. Press 1 for Payments and Pay Amounts.
4. Press 1 that you are a participant.
5. Enter your 7-digit Consumer Direct ID number.
6. Enter your 4-digit PIN number (default is 1234).
7. Press 1 to hear total hours submitted by pay date.
8. Press 2 to hear total Respite hours remaining.
9. Press 0 at any time to speak with an agent.

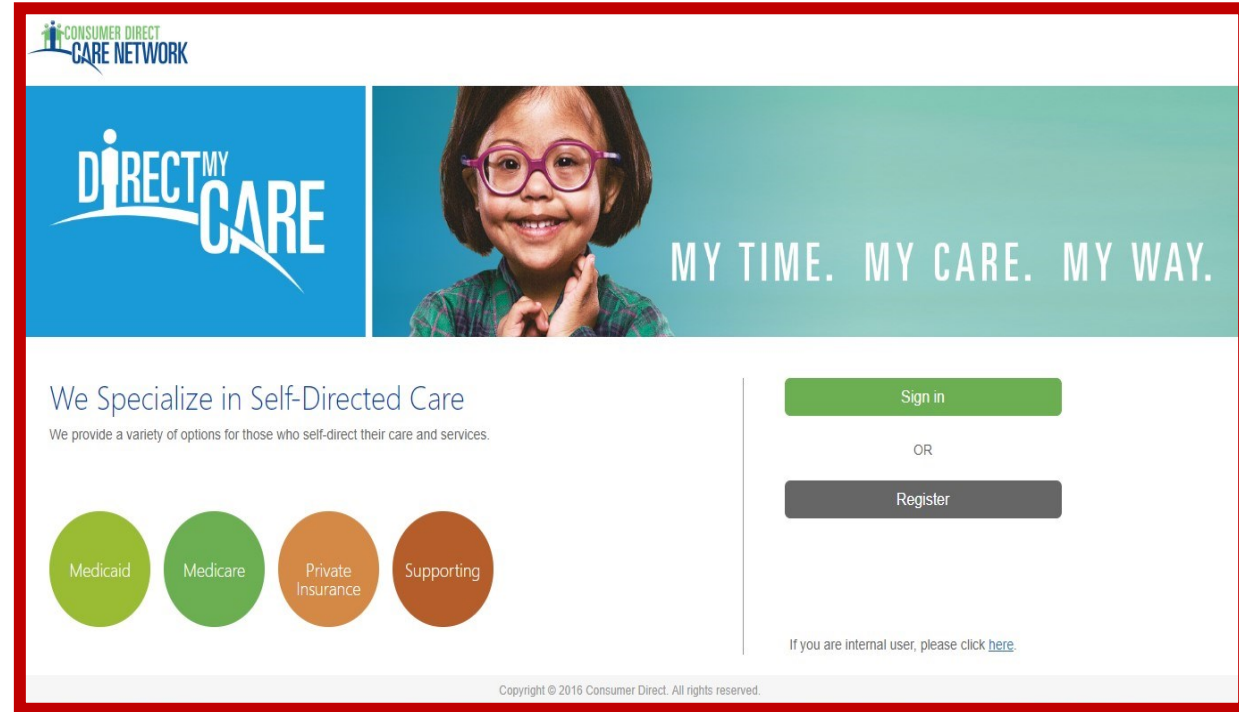
Attendants and Employers can call 888-444-2419 and follow the IVR prompts to check the total hours submitted by the payment date.

Employers can also call to obtain the balance of their respite hours.

When the Employer or Attendant calls in, please make sure they have their 7-digit Consumer Direct ID Number and their 4-digit pin.

Web Portal

- ❖ Service Facilitators will be able to see when attendants entered time and view reports.
- ❖ Employers can approve submitted time and view sick time balances
- ❖ You can find more training materials for the Portal on our website at Training Materials - Consumer Direct Care Network Virginia (consumerdirectva.com)



Test Shift

Consumer Direct Care Network Virginia (CDVA) is giving Optima attendants \$40 if they submit a test shift to CDVA, and their Employer of Record approves it before June 30, 2023.

❖ **They will need to:**

1. Download and register for CellTrak and register for CDVA's Web Portal
2. Non-live-in attendants submit a test shift in CellTrak.
3. Live-in attendants submit a test shift in CDVA's Web Portal.
4. Employers must approve the test shift in CellTrak or the Portal.

Submitting a Test Shift

- ❖ Shifts must be submitted and approved between June 1st to June 30th.
- ❖ The attendant will receive this payment in their first paycheck with CDVA.
- ❖ The attendant will not be able to submit a test shift prior to 6/1.
- ❖ Test shifts received after 6/30/2023 will not be eligible for the test shift incentive payment.

What will the test shift look like?

CDVA Portal View

✕Close

TEST CG

Service Code

Test Shift (TEST) ▾

Date

05/04/2023

Time In

HH : MM AM

Time Out

HH : MM AM

Source

WEBTS

Cancel

Save

Submit

CellTrak View

←

Choose Service Type

⋮

Choose Service Type

☐ Personal Care

☐ Respite

>

Pay Schedule

- ❖ Bi-weekly pay schedule
- ❖ CDVA's Payroll Calendar is the same as PPL's Payroll B schedule.
- ❖ Pay periods run from Thursdays to Wednesdays
- ❖ Time due by **midnight each Friday prior to pay week**
- ❖ Any time submitted or approved after midnight will be considered late and not eligible for payout until next pay week



2023 Payroll Calendar

Symbol Key: ○ Pay Day △ Postal and Bank Holiday

JANUARY							FEBRUARY							MARCH						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7	5	6	7	8	9	10	11	5	6	7	8	9	10	11
8	9	10	11	12	13	14	12	13	14	15	16	17	18	12	13	14	15	16	17	18
15	16	17	18	19	20	21	19	20	21	22	23	24	25	19	20	21	22	23	24	25
22	23	24	25	26	27	28	26	27	28					26	27	28	29	30	31	
29	30	31																		
APRIL							MAY							JUNE						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1	1	2	3	4	5	6						1	2	3
2	3	4	5	6	7	8	7	8	9	10	11	12	13	4	5	6	7	8	9	10
9	10	11	12	13	14	15	14	15	16	17	18	19	20	11	12	13	14	15	16	17
16	17	18	19	20	21	22	21	22	23	24	25	26	27	18	19	20	21	22	23	24
23	24	25	26	27	28	29	28	29	30	31				25	26	27	28	29	30	
30																				
JULY							AUGUST							SEPTEMBER						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1	1	2	3	4	5			3	4	5	6	7	8	9
2	3	4	5	6	7	8	6	7	8	9	10	11	12	10	11	12	13	14	15	16
9	10	11	12	13	14	15	13	14	15	16	17	18	19	17	18	19	20	21	22	23
16	17	18	19	20	21	22	20	21	22	23	24	25	26	24	25	26	27	28	29	30
23	24	25	26	27	28	29	27	28	29	30	31			24	25	26	27	28	29	30
30	31																			
OCTOBER							NOVEMBER							DECEMBER						
Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7								3	4	5	6	7	8	9
8	9	10	11	12	13	14	5	6	7	8	9	10	11	10	11	12	13	14	15	16
15	16	17	18	19	20	21	12	13	14	15	16	17	18	17	18	19	20	21	22	23
22	23	24	25	26	27	28	19	20	21	22	23	24	25	24	25	26	27	28	29	30
29	30	31					26	27	28	29	30			31						

2023 Bank & Post Office Holidays

*Consumer Direct Care Network office closures

*New Year's Day - Monday, January 2
 *Martin Luther King, Jr. Day - Monday, January 16
 Presidents Day - Monday, February 20
 *Memorial Day - Monday, May 29
 *Juneteenth - Monday, June 19
 *Independence Day - Tuesday, July 4
 *Labor Day - Monday, September 4
 Columbus Day - Monday, October 9
 *Veterans Day - Friday, November 10
 *Thanksgiving Day - Thursday, November 23
 *Christmas Day - Monday, December 25



Work weeks are Thursday through Wednesday. You must submit time daily using Electronic Visit Verification (EVV). Corrections are due by the correction deadline. Late time or time with mistakes may result in late pay. Thank you!

Two Week Pay Period		EVV Time Correction	Pay Date
Start Date	End Date	Deadline	
Thursday	Wednesday	Friday	Friday
12/15/2022	12/28/2022	12/30/2022	1/6/2023
12/29/2022	1/11/2023	1/13/2023	1/20/2023*
1/12/2023	1/25/2023	1/27/2023	2/3/2023
1/26/2023	2/8/2023	2/10/2023	2/17/2023*
2/9/2023	2/22/2023	2/24/2023	3/3/2023
2/23/2023	3/8/2023	3/10/2023	3/17/2023*
3/9/2023	3/22/2023	3/24/2023	3/31/2023
3/23/2023	4/5/2023	4/7/2023	4/14/2023*
4/6/2023	4/19/2023	4/21/2023	4/28/2023
4/20/2023	5/3/2023	5/5/2023	5/12/2023*
5/4/2023	5/17/2023	5/19/2023	5/26/2023
5/18/2023	5/31/2023	6/2/2023	6/9/2023
6/1/2023	6/14/2023	6/16/2023	6/23/2023*
6/15/2023	6/28/2023	6/30/2023	7/7/2023
6/29/2023	7/12/2023	7/14/2023	7/21/2023*
7/13/2023	7/26/2023	7/28/2023	8/4/2023
7/27/2023	8/9/2023	8/11/2023	8/18/2023*
8/10/2023	8/23/2023	8/25/2023	9/1/2023
8/24/2023	9/6/2023	9/8/2023	9/15/2023*
9/7/2023	9/20/2023	9/22/2023	9/29/2023
9/21/2023	10/4/2023	10/6/2023	10/13/2023*
10/5/2023	10/18/2023	10/20/2023	10/27/2023
10/19/2023	11/1/2023	11/3/2023	11/09/2023*†
11/2/2023	11/15/2023	11/17/2023	11/24/2023
11/16/2023	11/29/2023	12/1/2023	12/8/2023
11/30/2023	12/13/2023	12/15/2023	12/22/2023*
12/14/2023	12/27/2023	12/29/2023	1/5/2024

*If applicable, Patient Pay amount is subtracted from pay on these dates.

†Thursday.

Web: www.ConsumerDirectVA.com
 Email: InfoCDVA@ConsumerDirectCare.com

Phone: 888-444-8182
 Fax: 877-747-7764

HIPAA-Compliant Emails

- ❖ Sensitive information (PHI or PII) will be sent with encryption via a secure messaging system
- ❖ The encryption system is ZixCorp (aka Zsecure)
- ❖ Check your spam folder
- ❖ Instructions are available on our website!
 - Look for “Secure Email Instructions” under the Forms tab for Virginia Premier and in the Form/Packet Instructional Materials section



Website

Consumer Direct Care Network Virginia (CDVA)

❖ **ConsumerDirectVA.com**

- [Information about Consumer Direct Care Network as a company](#)
- [Access to the CDCN Web Portal \(V4\)](#)
- [Training material \(videos and instructions\)](#)
- [Resources and Announcements](#)
- [CDVA Contact Information](#)

CDVA In Person Town Halls

CHESAPEAKE

Wednesday June 21, 2023 11 AM – 2 PM

South Norfolk Memorial Library
801 Poindexter St, Chesapeake, VA 23324

CHESAPEAKE

Thursday June 22, 2023 11 AM – 2 PM

Russell Memorial Library
2808 Taylor Rd, Chesapeake, VA 23321

VIRGINIA BEACH

Friday June 23, 2023 11 AM – 2 PM
Saturday June 24, 2023 11 AM – 2 PM

Oceanfront Area Library
700 Virginia Beach Blvd,
Virginia Beach, VA 23451

RICHMOND

Monday June 26, 2023 11 AM – 2:30 PM

Ginter Park Library
1200 Westbrook Ave, Richmond, VA 23227

RICHMOND

Tuesday June 27, 2023 11 AM – 2 PM

Broad Rock Library
4820 Old Warwick Rd, Richmond, VA 23224

PETERSBURG

Wednesday June 28, 2023 11 AM – 2 PM

Petersburg Library
201 W Washington St, Petersburg, VA 23803

RICHMOND

Thursday June 29, 2023 5 PM – 8 PM

Hull Street Library
1400 Hull St Rd
Richmond, VA 23224

RICHMOND

Friday June 30, 2023 10:30 AM – 3 PM

East End Library
1200 N 25th St, Richmond, VA 23223

Contact Information

Email: InfoCDVA@ConsumerDirectCare.com

Website: www.ConsumerDirectVA.com

Phone: 888-444-2419

Customer Service Hours: M-F 8am-6pm & Saturday 9am-1pm

EVV IVR: 855-967-0581 (English), 855-967-0582 (Spanish)

Fax: 877-747-7764



