



## Welcome to the Care Network!

**Important** – This letter outlines important action items that are required to continue paying your attendants. Please read this letter carefully.

November 13, 2018

Hello DMAS Employer,

As you may know, the Fiscal/Employer Agent (F/EA) for Virginia's Consumer Directed Services (CDS) program will be changing from Public Partnerships (PPL) to the Consumer Direct Care Network (CDCN). This change will occur in December 2018.

We received your information from PPL this week; now that we have your contact information we can get started! We are excited to work with you soon! For 28 years, CDCN has been providing care and support for people in their homes and communities. We are honored to continue this role by helping support you!

### The topics in this letter include:

1. Town Hall Meetings
2. Important Forms to Complete
3. Submitting Time for Pay
4. Town Hall Schedule
5. CDCN Contact Information

### 1. Town Hall Meetings and Online Training Videos

We want to meet you! CDCN and DMAS staff are hosting several training events across the state. At these events, we will introduce our company and provide demonstrations of our web portal and other systems. Please see the Town Hall Meeting schedule at the end of this letter.

However, if you're unable to attend in person, please see our training videos on our website at [www.consumerdirectva.com/training-materials](http://www.consumerdirectva.com/training-materials). These videos will cover the same topics that will be discussed at the Town Hall meetings.

### 2. Important Forms to Complete

You and your Attendants need to complete a few forms so that Consumer Direct can provide payroll services to your Attendants. We must receive completed versions of these forms for all Employers and their Attendants by **12/10/2018** so that Employee pay continues as scheduled in January. The sooner the forms are submitted to CDCN, the better!

These forms are accessible online at:

- DMAS' Website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov)
- CDCN's Website at [www.ConsumerDirectVA.com/forms](http://www.ConsumerDirectVA.com/forms)



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- A. Download the *Employer Transition Packet*, complete and submit packet. Your Service Facilitator or CDCN staff can assist if necessary.
- B. Download the *Attendant Transition Packet*, complete and submit a packet for all of the Attendants providing services to the Individual.

Please submit completed and signed forms to [InfoCDVA@ConsumerDirectCare.com](mailto:InfoCDVA@ConsumerDirectCare.com), or fax them to (877) 747-7764. Forms must be received by Consumer Direct by 12/10/2018 to ensure Attendant pay continues as scheduled in January.

### 3. Submitting Time for Pay

It is important that your Attendant(s) receive their normal paycheck without interruptions during this transition. The transition takes place in December; this means that PPL and CDCN will split payroll responsibilities that month.

- Pay Schedule A
  - Dates of service from 12/12/18 and earlier will be paid by PPL
  - Dates of Service from 12/13/18 and after will be paid by CDCN
- Pay Schedule B
  - Dates of service from 12/19/18 and earlier will be paid by PPL
  - Dates of service from 12/20/18 and after will be paid by CDCN

Schedule for Pay Groups A & B					
Pay Schedule	Pay Period Start	Pay Period End	Time Entries Due	Submit to	Paid On
A	11/29/2018	12/12/2018	12/14/2018	PPL	12/21/2018
A	12/13/2018	12/26/2018	12/28/2018	CDCN	1/4/2019
B	12/6/2018	12/19/2018	12/21/2018	PPL	12/28/2018
B	12/20/2018	1/2/2019	1/4/2019	CDCN	1/11/2019

### Submitting Time Entries to Consumer Direct

Instructions on how to submit time on our web portal and mobile app will be available on our website in December. We will also provide demonstrations of the systems at our Town Hall meetings. Methods to submit time are:

1. Mobile Application
2. Web Portal
3. Paper Timesheet

### 4. Town Hall Meeting Schedule

Please pick one meeting to visit with us! If you haven't submitted your paperwork by the Town Hall meeting date, then we will assist you with filling out required paperwork.



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Please RSVP in advance by emailing us at [InfoCDVA@ConsumerDirectCare.com](mailto:InfoCDVA@ConsumerDirectCare.com) and let us know:

1. Your Name
2. The Location and Date of the town hall meeting you will attend

REGION	DATE & TIME	ADDRESS
SOUTHWEST/ABINGDON	Tuesday, Dec. 4 <sup>th</sup> 12:30 pm – 4:30 pm	VA Highlands Community College: Keyser-Aday Theatre 100 VHCC Drive Abingdon, VA 24212
ROANOKE	Thursday, Dec. 6 <sup>th</sup> 12:30 pm – 4:30 pm	South Country Library Auditorium 6262 Merriam Road Roanoke, VA 24018
ROANOKE	Friday, Dec. 7 <sup>th</sup> 12:30 pm – 4:30 pm	South Country Library Auditorium 6262 Merriam Road Roanoke, VA 24018
LYNCHBURG	Monday, Dec. 10 <sup>th</sup> 1:00 pm – 4:30 pm	Lynchburg Community College 3506 Wards Road Lynchburg, VA 24502-2498  Merritt Hall #5122-5125 Multi-Purpose Room
CENTRAL	Wednesday, Dec. 12 <sup>th</sup> 2:45 pm – 4:45 pm	Tabernacle Community Center 418 Halifax Street Petersburg, VA 23803

### 5. CDCN Contact Information

Have questions? Contact us at:

- Email - [InfoCDVA@ConsumerDirectCare.com](mailto:InfoCDVA@ConsumerDirectCare.com)
- Toll-Free Phone Number (888) 444-8182
- Toll-Free Fax (877) 747-7764

To learn more about our company, please visit our website at [www.ConsumerDirectVA.com](http://www.ConsumerDirectVA.com).

We are committed to working with you to make this a smooth transition. We look forward to meeting you.

Sincerely,  
The Consumer Direct Care Network Team