

Service Facilitator Meeting Summary

Meetings held on January 22, January 24, and a repeat session on January 31, 2019

Speakers:

- Johnathan Frazier, State Director
- Kelly Czarnik, Senior Director
- Beth Peterson, Chief Operating Officer

Agenda:

1. Service Facilitator Communication
2. Pay Schedules
3. Web Portal Access
4. F/EA to F/EA Transition Process

Discussion:

1. Service Facilitator (SF) Communication
 - a. CDCN is improving the consistency of the SF meetings. In 2019, CDCN will host two sessions monthly on the 3rd Tuesday and Thursday every month.
 - b. Session times and call-in information will be published in advance on the training calendar on our website.
 - c. We are limiting the Q&A nature of these conference calls. Instead, please email questions to InfoCDVA@CosumerDirectCare.com and CDCN will compile common responses into a FAQ document for Service Facilitators.
2. Pay Schedules
 - a. CDCN has been running weekly payrolls specific to dates of service. This means that attendants' pay may be divided into two deposits paid on different days if time was submitted prior to the Friday timesheet deadline. The attendant will still receive their full pay amount.
 - b. We are erring on the side of paying attendants too early than late.
 - c. Before the end of the 1st quarter of 2019, we will have a single bi-weekly pay schedule that all attendants will be on. We will communicate this new schedule to all Service Facilitators, Employers, and Attendants.
3. Web Portal Access
 - a. The most important part of providing Service Facilitators access to the portal is that access is provided in a HIPPA compliant way.
 - b. CDCN will work with SF agencies to validate who facilitators are and which participants are on their caseload.
 - c. Goal access date is mid-February
4. F/EA to F/EA Transition Process
 - a. DMAS and all of the F/EAs have worked together to identify the process for when a participant loses waiver eligibility and needs to transfer from one F/EA to another.
 - b. The SF needs to start the process by submitting two Fiscal Agent Request Forms (FARF) to the current F/EA and the new F/EA.
 - c. On the FARF, the SF needs to check the "loss of eligibility" box to alert the F/EAs.
 - i. This is a new option on the FARF and will be on every agency's form.

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- d. The Employer will need to submit a transition enrollment packet to the new F/EA.
- e. The F/EAs will work together to transfer/receive required information.
- f. The process and workflow will be made available to all service facilitators.

Q&A:

1. Define what the "Fiscal" is.
 - a. The Fiscal Agent is the payroll agent who works on behalf of the employer to process paperwork, process attendant payroll, and withhold state and federal taxes.
 - b. CDCN is the Fiscal Agent (aka F/EA) for the fee-for-service and DD population
2. Where should service facilitators send FARFs for CDCN?
 - a. VAReferrals@ConsumerDirectCare.com or FARF-only fax line (877) 571-8649
3. If the client is requesting additional hours, what is the process? Should it go to CDCN or DMAS?
 - a. Service Facilitators should contact DMAS' provider hotline at (800) 552-8627
4. Will you continue to run additional payrolls for late time?
 - a. Yes, for those that miss the payroll deadline of Fridays by midnight, we run a payroll the following week to pay the time
5. Are you having a difficult time obtaining EIN's during the government shut down?
 - a. Yes- they were not issued during that period but we will now get caught up
6. What is the phone number for your office?
 - a. (888)444-8182
7. What is the email we can use to ask Consumer Direct Virginia questions?
 - a. You can email us at AskCDVA@consumerdirectcare.com or InfoCDVA@consumerdirectcare.com

Action Items:

1. CDCN will send out the F/EA to F/EA process and workflow
2. CDCN will make the meeting summary (this document) available