

Important Terms:

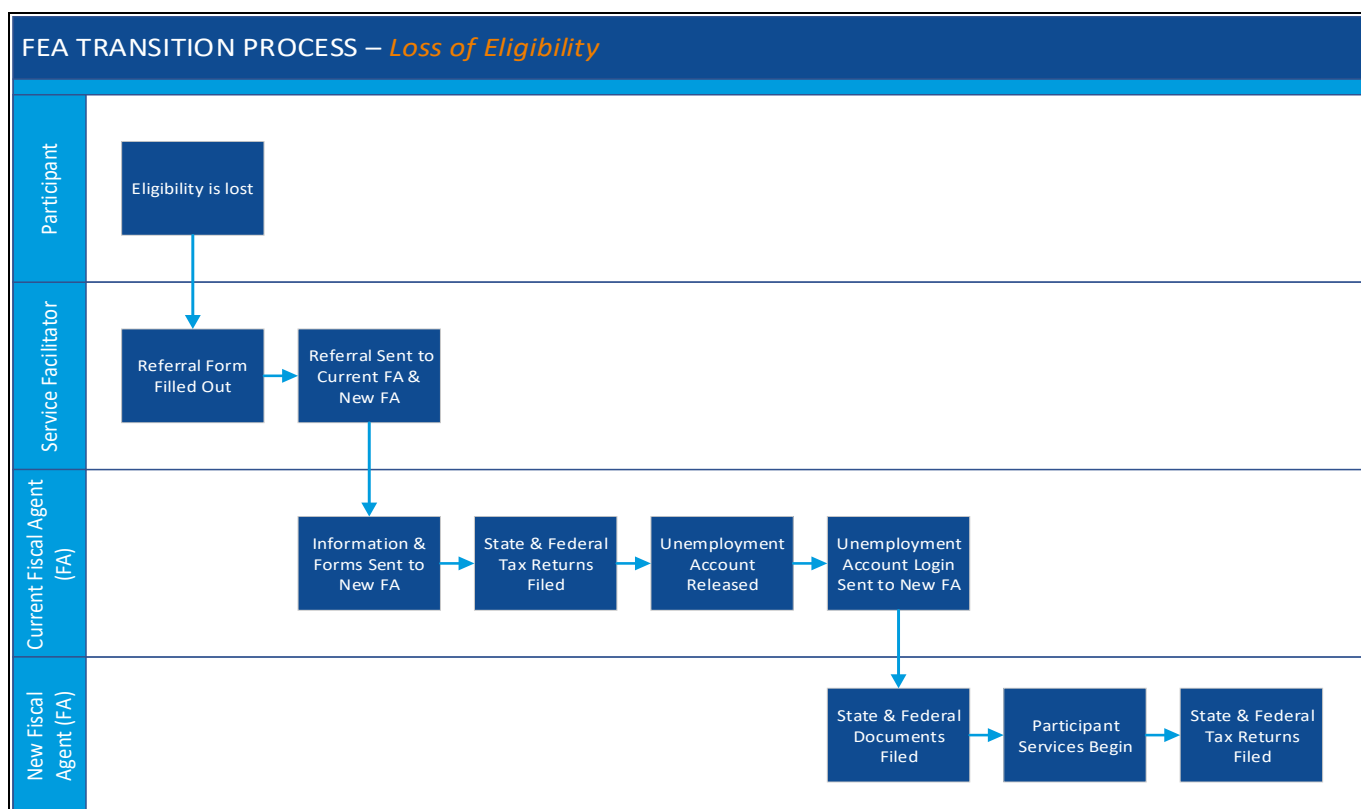
- CDCN = Consumer Direct Care Network
- FARF = Fiscal Agent Request Form; different versions are used by different agencies.
 - CDCN's form is on our website www.ConsumerDirectVA.com under the *Forms* tab
- F/EA or FA = Fiscal Employer Agent
- MCO = Managed Care Organization
- SF = Service Facilitator

Overview of F/EA to F/EA Transitions:

- The Fiscal Employer Agent (F/EA) is responsible for processing enrollment forms, background checks, and payroll on behalf of the Employer. Different programs are served by different F/EAs (e.g. Access, CDCN, or PPL).
- The Loss of Eligibility Process covers what to do if the Participant needs to transfer from a different F/EA to CDCN. If a Participant loses their waiver eligibility, they will be temporarily moved to the Fee-For-Service program until they regain eligibility for their applicable waiver. The Fee-For-Service program utilizes the Consumer Direct Care Network (CDCN) as the F/EA. If a Participant loses waiver eligibility frequently, they may transition between two or more F/EAs multiple times.
- The FEA Transition Process covers what to do when:
 - (1) A Participant regains waiver eligibility and needs to transfer from CDCN's Fee-For-Service to a F/EA supporting their waiver program, and
 - (2) A Participant transferring services from one F/EA to another in the same waiver program.

Loss of Eligibility Process - Transferring from one F/EA to CDCN

1. Employers – notify the Service Facilitator that the Participant lost waiver eligibility.
2. Service Facilitators – notify the current MCO or F/EA and CDCN about the change.
 - This is done by submitting a *Fiscal Agent Request Form* (FARF) to both Fiscal Agents (the current F/EA and CDCN). On the form, the “Loss of Eligibility” box must be checked. Each F/EA uses a different FARF – please submit the correct FARF to the correct F/EA.
3. Service Facilitators – collect and submit to CDCN an *Employer Transition packet* found at www.ConsumerDirectVA.com under the *Forms* tab.
4. F/EAs – work with each other to transfer required information and data that allows CDCN to legally withhold state and federal taxes on behalf of the Employer. The FARF is what lets the F/EAs know to start this step.



F/EA Transition Process - Transferring from one F/EA to another F/EA

1. Employers – notify the Service Facilitator of the transition.
2. Service Facilitators – notify the current MCO or F/EA and the new F/EA about the change.
 - This is done by submitting a *Fiscal Agent Request Form* (FARF) to both Fiscal Agents (the current F/EA and the new F/EA). Each F/EA uses a different FARF – please submit the correct FARF to the correct F/EA.
3. Service Facilitators – contact the new F/EA for their transition Employer packet.
5. F/EAs – work with each other to transfer required information and data that allows the new F/EA to legally withhold state and federal taxes on behalf of the Employer. The FARF is what lets the F/EAs know to start this step.

