

Monthly Service Facilitator Monthly Meeting

2/19/19 & 2/21/19

- 2019 Training dates

Please join us for monthly Service Facilitator Meetings that are held on the following dates:

- 3rd Tuesday and 3rd Thursday of each month (same agenda)
 - Schedule posted on website and published in e-blasts
- Service Facilitator (SF) Web Portal updates
 - Consumer Direct Care Network (CDCN) is currently conducting a Pilot Program of the SF Web Portal. Once the Pilot is completed, CDCN will roll out the SF Web Portal to all SF.
 - Utilizations and respite hours can be seen on the CDCN SF Web Portal.
 - The CDCN SF Web Portal is designed to be HIPAA compliant
 - The CDCN Web Portal is scheduled to be available to SF Companies on April 7th, 2019. Specific instructions will be provided to SF Agencies/Service Facilitators during the roll out phase of the SF Web Portal.
 - All questions can be sent to infoCDVA@consumetdirectcare.com or call CDCN at 888.444.8182
 - Single pay schedule – CDCN is moving to a single pay schedule to provide consistency to payroll schedule. The following are details about the upcoming transition:
 - All this information about the transition is available on the CDCN website at <https://www.consumerdirectva.com/forms/2019> Payroll Transition Schedule
 - We will no longer have a Schedule A and Schedule B payroll cycle. CDCN is moving all attendants to single bi-weekly pay schedule.
 - CDCN has communicated this change via an Email blast to all with valid email address
 - USPS mailing has been completed to all with valid address
 - 2/13/19 the CDCN website was updated under “forms” tab to provide information about the transition.
 - 3/7 – 3/13 will be a single week pay period. The time sheets submitted should only have the dates of service from 3/7 through 3/13 listed. Time sheets for that pay period are due on 3/15. The pay date for that pay period will be 3/22.
 - New pay schedule for all attendants will have service dates of 3/14 – 3/27. The timesheets for that pay period are due 3/29/19. The pay date for that pay period is 4/5/19.
 - SF can discuss these changes with the Employers on Record (EOR) and direct them to the CDCN website for more information.

Payroll Transition Schedule

Transition A to B Schedule	Pay Period Start Date	Pay Period End Date	Timesheet Due	Pay Date
Regular 2 Week Pay Period	2/21/2019	3/6/2019	3/8/2019	3/15/2019
Single Week Pay Period	3/7/2019	3/13/2019	3/15/2019	3/22/2019
Start of New Regular Two Week Pay Period	3/14/2019	3/27/2019	3/29/2019	4/5/2019

- FEA to FEA transition notification through the Fiscal Agent Request From (FARF)
 - The CDCN FARF form can be downloaded from the CDCN website at www.consumerdirectva.com under the forms tab.
 - The FARF notifies CDCN that services are being initiated
 - SF can download, complete and send the FARF to CDCN
 - CDCN needs 3 business days to complete the process
 - THE SF can send CDCN the FARF via email or fax
 - Transfer from one F/EA to another F/EA
 - Employer notify SF of the change
 - SF notify current MCO or F/EA and new F/EA via the FARF form
 - Notification to CDCN is via the FARF form which is submitted via email to VaReferrals@ConsumerDirectCare.com
 - The FEA to FEA Transition Process is initiated when a participant experiences a loss of eligibility.
 - The following is the process for initiating a FEA to FEA transfer:
 - Employers notify SF of the change in FEA
 - SF notify current MCO or F/EA and CDCN
 - SF submits a FARF to both FEAs, the existing FEA and the new FEA (CDCN)
- SF can communicate with CDCN through the following methods:
 - General Questions and Spending Summaries:
 - infoCDVA@consumerdirectcare.com
 - Phone 888.444.8182
 - General Fax 877.747.7764
 - Monthly e-blast communications will be sent to the SF. The e-blast communications will include information regarding monthly meeting dates and meeting minutes.
 - Website
 - www.ConsumerDirectVA.com
 - FAQs: www.comcumerdirecva.com/faq/
 - Send referrals (FARFs) to:
 - VAReferrals@ConsumerDirectCare.com or
 - FARF specific fax # (877) 571-8649

- CDCN had created a unique email address for Service Facilitators called AskCDVA@consumerdirectcare.com. The intent of the email address was for Service Facilitators to submit general CDVA procedure questions. Once the SF Portal goes live in April, CDCN will discontinue the use of the ASKCDCN@consumerdirectcare.com email address. Emails sent to that address will be automatically routed to the infoCDVA@consumerdirectcare.com.

Question & Answer Sessions

1. Will all of my clients' Employers of Record (EOR) receive this daily message from Consumer Direct Care Network (CDCN) regarding the change from Payroll Schedule A to B, even though they are already all on schedule B?

All CDCN EORs will receive the email message weekly regarding the change from Payroll Schedule A to Schedule B, even if they are already on Payroll Schedule B.

2. Where do Service Facilitators email their Fiscal Agent Request Form (FARF)?

Please email FARFs to VAReferrals@ConsumerDirectCare.com or faxed to 1-877-571-8649.

3. What is the proposed date that the web portal will be accessible to Service Facilitators?

The web portal is currently in the pilot phase. Once the pilot is complete, which is anticipated to be in Mid-March, we will provide communication to you regarding the implementation of the portal for all SF users.

4. Once a consumer and Employer have completed paperwork with CDCN, will they always have an account with CDCN or will they have to complete new transition paperwork every time they move back to Fee for Service (FFS)?

Each time a consumer/EOR transition to CDCN, CDCN will need a FARF and transition packet for that Consumer/EOR. The new transition packet will be used to re-open the previous account, or start a new account, if necessary.

5. Do you always use a secure email when communicating with Service Facilitators (SF)?

If an email from CDCN contains Protected Health Information (PHI) the email will always be sent via ZSecure, the secure email system that CDCN uses. The recipient of the ZSecure email will need to follow the directions in the email to create a user name and password to access the email account.

6. Is there a way to have an encrypted email sent to us that we can reply to?

Yes, if you need an encrypted email sent to you, please email infocdva@consumerdirectcare.com and request an encrypted email to be sent to you. The CDCN team will send you an encrypted email in which you can reply to with secure information enclosed in the email.

7. Client's attendants are experiencing a decrease in pay, without having a change in client's PCA hours, and submitting their timesheet on time, is there a reason for this decrease?

To determine why attendants are experiencing a decrease in pay, CDCN would need specific information about Attendants. Please securely email the individual situations that Attendants are experiencing to infoCDVA@consumerdirectcare.com or call our representatives at 888.444.8182.

8. When a client bounces back and forth several times between PPL and CDCN, do both the attendants and EOR's have to submit transition packets, or just EOR's?

Only the EORs need to submit their transition packet, not attendants.

9. Can you tell participants to print their own forms directly from the website?

Yes, CDCN will inform participants that they have the option to print their own forms directly from the CDCN website.

10. What is the current turnaround time for processing of enrollment packets?

The CDCN turnaround time is 5 business days from receiving a complete packet.

11. How long to get an Attendant paid?

Once the attendant is set up in our system, which takes 5 business days from receiving a complete packet, the attendant/EOR can submit time and be paid per the pay schedule listed on the CDCN payroll calendar.

12. Will Employers and attendants be notified that their paperwork has been processed or if more information is needed?

Yes, employers are notified with an "Okay to Work" letter. The letter is emailed or mailed to the Employer. If the packet is not complete, EORs are notified of the missing or incomplete documents so they can make corrections and provide those documents to CDCN.

13. Will you be notifying SF of incorrect packets?

If the enrollment packet is not complete, CDCN is emailing or mailing a copy back to the Employer of Record for corrections. If we have the SF email address, we will send a copy to the SF as a courtesy.

14. Is the SF required to provide CDCN forms to the EOR?

The SF has the option to print forms for the EOR, but this is not required. CDCN will email/mail forms to the EOR if it is indicated on the FARF.

15. Once the portal is up and running for SFs, will have training sessions on the proper use of and information of how to use the system for the most beneficial use of information?

Yes, CDCN is developing training materials to be rolled out with the SF Web Portal implementation. These training materials will be provided to Service Facilitators.

16. Please explain how long we should wait for a CDCN Program Coordinators (PC) to call us back on a request?

Our goal is for CDCN Program Coordinators to respond to calls within one business day. Please call our Customer Service Center and one of our call center agents will be available to assist you.

17. How often does CDCN receive authorization information from VAMMIS?

Once the authorization is approved in VAMMIS, CDCN receives the authorization via an electronic file within 24-48 hours.

18. When will clients be able to view their own spending summary?

For client specific questions about spending summaries please email:
infoCDVA@consumerdirectcare.com.

19. How do you recommend we monitor the timesheets submitted in the interim, while we do not have access to your web portal?

Please send an encrypted email to infoCDVA@consumerdirectcare.com questions you have regarding timesheets. We can send you a Spending Detail Report.