Monthly Service Facilitator monthly meeting

- <u>Forms on CDCN website</u>
    - Print out fillable forms from website
    - Discouraged to save forms as they are often updated and can slow down the processing of packet
    - Fillable forms on website will aid in completion of document with pre-population
    - www.consumerdirectva.com/forms/
- <u>Difficulty of Care</u>
    - Certain waiver may be excluded from federal income tax
    - If meet criteria, CDCN must observe exemption rules
        - www.irs.gov/publications/p926#en_en_US_2019_publink100086740
    - In Virginia, difficulty of care payments are exempt
        - www.law.lis.virginia.gov/vacode/title58.1/chapter3/section58.1-402/
- <u>Service Facilitator Web Portal</u>
    - Short tutorial on resource tab on CDCN website
        - DirectMYCare.com
    - Used by Attendants, Employers, and Service Facilitators
    - Attendants – submit time, view documents
    - Employers use to approve time
    - Service Facilitators view reports applicable to their Agency's caseload
        - View spending summaries
        - SF agency Director contacted
            - One confidentiality agreement per company/agency
            - CDCN must have returned before SF will have access
                - The Agreement and SF Spreadsheet form can be found at www.consumerdirectva.com/sfforms/
    - Once SF Agency has been set up, an email will be sent to SF with web address and directions to web portal registration page
        - User guide on website (resources, web portal training materials)
        - Allow 5 business days for set up
        - Will have spending summary information
    - CDCN will contact SF agency/company director to sign agreement
        - Provide all SF name and email address who work for that company
        - CDCN will then send individual email to each SF with info for web portal access
    - If SF quits or changes company, Agency admin will need to complete a change form
- <u>FARF</u> – what to do when transition from one F/EA to another F/EA
    - Located on forms tab on website
    - Form update 3/25/19
    - If SF is going to print enrollment forms, be sure and complete first page before printing
        - This is fillable form and will complete parts of the packet
    - Transition from one F/EA to another F/EA
        - Each time client is transitioned back to fee-for-service
        - Employer notify SF

        - SF notify new F/EA with FARF form
        - FARF is submitted VaReferrals@ComsumerDirectCare.com
        - Fax 877.571.8649

- IVR – Interactive Voice Response
    - Speech driven phone menu providing private and current pay info
        - Recent pay and dates and total hours recently submitted
    - Call 888.444.8182 wait for prompts
        - Option 1 attendant – need to enter ID number and IVR PIN
        - Option 2 – participant enter IVR PIN
        - Option 3 – Service Facilitator
    - Employer and attendants have a default PIN (Personal Identification number) 1234
    - To set up:
        - Call customer service 888.444.8182
        - Key in 7-digit CDCN ID (same ID used on time sheets)
        - When prompted enter PIM (1234)
            - PIN may be changed
    - The IVR will provide the employer with information regarding Pay rates, start dates, utilization information (i.e. total units remaining for fiscal year for respite services)
    - Encourage all to get registered on web portal and submit time there
- US Bank Card
    - Pay is processed bi-weekly.
    - Attendants have two options to Direct Deposit Paycheck Options (receiving a paper pay check each week is not an option).
    - Select direct deposit (include voided blank check or letter from the Attendant's bank) OR
    - Select US Bank Focus Card
        - US Bank Focus Card is mailed to attendant (a white envelope ~7 days after request)
        - If the attendant does not selected a Direct Deposit method on the Pay Selection form then their default Direct Deposit method will be the US Bank Focus Card
        - The US Bank Focus Card is delivered in unmarked blank envelope within 7-10 business days of receiving the OK to Work Letter.
    - If the US Focus Bank Card is lost or never received the Attendant must call US Bank at 877.474.0010 for a replacement card
- OK to work and Attendant start date
    - Hire date determined by employer and is recorded on the US Homeland Security Form I-9
        - Need all forms completed upon hire
        - I-9 must be completed within 3 days of start date
            - If not, employer may be subject to penalties from Homeland Security
    - FEA to FEA transition, I-9 not needed, due to the fact that it was completed and submitted to the prior FEA.
    - Ok to work letter sent within 5 days of receipt of completed and correct packet
        - If not complete CDCN will contact employer and send the incomplete packet back to the employer for corrections

- OK to Work letter will list pay rate, start date and ID #
- CDCN will pay as of date listed on I-9
  - If work is done before ok to work letter, may have delay in pay

- <u>2019 Training dates</u>
  - 3rd Tuesday and 3rd Thursday of each month
    - May 16 – 4:00 pm Thursday (Note: Third Thursday of the month comes before the 3rd Tuesday of the month in May)
    - May 21 – 10:00 am Tuesday
  - Schedule posted on website and published in e-blasts
  - Reminders emailed are sent the Friday prior to the call and the morning of each call
- <u>Meeting minutes</u>
  - Located www.consumerdirectva.com/ssforms
  - Available to all Service Facilitators
  - Located on past e-blasts invitations
- <u>SF Communication</u>
  - Please email questions to infoCDVA@consumerdirectcare.com
  - For information on general client, caregiver, EOR questions please visit the Resource or Forms section of our website www.consumerdirectva.com or visit our FAQs page on our website at www.comcumerdirectva.com/faq/
  - CDCN emails a monthly e-blast communication to Service Facilitators
  - Phone: 888.444.8182 and fax 877.747.7764
  - www.ConsumerDirectVA.com

- Secure email
  - If EOR use infoCDVA@consuemrdirectcare.com and CDCN will respond with secure email that EOR can reply and keep HIPAA compliant

1) **How long should it take to get the e-mail from CDCN to verify that the SF Web Portal confidentiality agreement and SF email addresses were received?**
   Consumer Direct will notify the agency within 5 days of receiving the Confidentiality Agreement and SF Email addresses. The Confidentiality Agreement and SF Email Addresses will be processed within 5 days of receiving them in the CDCN InfoCDVA email box. The notification to the Service Facility Agency will comes in the form of emails sent to each Service Facilitator submitted on the Agency Email List. The Service Facilitator email will provide the Service Facilitator with registration information and next steps. Again, please allow 5 business days for complete setup. If you do not hear from us after 5 days of emailing your information to CDCN, please forward your original email to the InfoCDVA@consumerdirectcare.com email address and we will follow up with your request.

2) **I had registered months earlier when portal was launch before the email blast. Do I need to re-register again?**

No, you do not need to register again. If you have already registered in the portal your profile will be activated once we receive the confidentiality agreement and we have established your agency account in our system.

3) **I sent our agreement and list of email addresses over 5 business days ago and still have not received an email from CDCN. Who should I follow up about this?**
Please direct your follow-up inquiries to InfoCDVA@consumerdirectcare.com.
Again, please forward your original request to infocdva@consumerdirectcare.com so we can determine why your original request wasn't processed.

4) **Is there any access to respite hours used before with PPL?**
Current utilization reflects PPL spending during this fiscal year in addition to what has been claimed with CDCN. The fiscal year date span ranges from July 1st – June 30th. Please email your request to see the breakout of PPL hours versus CDCN hours paid this fiscal year (July 1, 2018 to June 30, 2019) to infocdva@consumerdirectcare.com.

5) **I have sent the required paperwork and received email confirmation for access to the service facilitator web portal. I was able to log in with my current user ID which I registered with previously but my case load did not show up. Why is this?**
Profiles will be completed once we receive the confidentiality agreement, established your agency account in our system, and linked caseloads to the agencies. Please email infocdva@consumerdirectcare.com your issue so we can work with you to resolve the issue.

6) **My portal access appears to be stuck in registration mode. How do we correct that?**
If you have already registered in the portal your profile will be activated once we receive the confidentiality agreement and we have established your agency account in our system.

7) **So, will the authorizations (spending summary) be available immediately?**
Yes, spending summaries will be available during the initial rollout of the portal.

8) **What will be available to service facilitators on the portal?**
The Service Facilitator Web Portal allows Service Facilitators to view your Consumer's:

- Contact Information
- Demographics
- Consumer Direct ID
- Spending Summaries

9) **How can we see if the aid is getting paid?**
Attendants can check on the upcoming pay status using our IVR system by calling 1-888-444-8182. The attendant can get recent pay amounts for recent pay dates, total hours recently submitted and any additional information as it pertains to the attendant.

We will continue to enhance the features and content within the portal over the next few months. Upcoming features to be released on May 31,2019 will include information on:

- Attendants linked to the Consumer
- EORs linked to the Consumer
- Consumer Authorizations

10) Can we get confirmation when you receive a FARF since we can't verify via the portal that it was received?
Yes, automatic replies will be sent upon receipt of a FARF using our VAReferrals@consumerdirectcare.com email address.

11) How do we see the clients we have enrolled through Consumer Direct Care Network?
After CDCN has a completed client enrollment, if you have registered for the portal and your agency's profile is complete, you will have visibility to your clients with Consumer Direct.

12) I am now able to see participants in the portal. but when I click on Link for detail or summary. I receive an error to contact administrator.
Please reach out to InfoCDVA@consumerdirectcare.com with issues regarding the portal.

13) When we call, we are always told that it's a HIPPA violation to tell us anything. Why is that?

Thank you for your feedback as always. Our representatives are instructed to provide information pertaining to your caseload upon multi-verification of client information such as date of birth and Medicaid identification number. For a more detailed answer, please email the specific information you are needing, along with the name of the representative at CDCN whom told you they were unable to disclose information to CDCN at infocdva@consumerdirectcare.com. We look forward to answering your questions.

14) What forms are required for the employer and the attendants if a consumer loses eligibility after submission of a FARF?
If the consumer is new to consumer-directed services, then new enrollment paperwork for the employer and attendant(s) is required. If the consumer received care under a prior Fiscal Employer Agent, then transition paperwork should be submitted for the employer and the attendant(s).

If the consumer lost eligibility for the services that CDCN covers, CDCN will only be able to pay the attendant for time provided while the consumer was eligible for services.

15) **Is there going to be a step-by-step training on the portal for SF?** Currently, instructions on Web Portal Registration and a Web Portal User Manual can be found on our Web Site under the Resources Tab. We do not have a live Web Portal Demonstration Planned at this time. We may provide a live Web Portal Demonstration in the near future.

16) How are we supposed to see the exact hours that attendants were approved for?

Service Facilitators can use the Spending Summary to see what is left and what is paid out. When the new frame work is implemented on May 31, 2019 there will be additional information on utilization.

17) When registering for the web portal, I accidently signed up as a case manager instead of as a service facilitator. How do I fix that?
Please email us your name and that you would like to change your role from a Case Manager to a Service Facilitator and we can make the change for you at InfoCDVA@consumerdirectcare.com

18) Is there a notice when the FARF forms change?
No, we don't send notifications regarding standard updates to our forms. Please use the website each time you are downloading and completing forms to ensure you are filling out the most up-to-date version.

If there are major changes that affect you as service facilitators we will cover those during our scheduled training sessions.

19) Are Okay to Work letters sent by mail or email?
We will use email as the delivery method if we have a valid email address on file. If we do not have one, we will send the letters out by mail.

20)Do the hours stated on the portal include hours paid by PPL in 2018?
The spending summaries on the portal reflect Respite utilization *only* for both PPL and Consumer Direct for Fiscal Year 2019. Prior FEA utilization information is not available for S5136 – Companion Care and S5126 – Attendant care.

21) Are service facilitators able to view actual time sheets that have been submitted by the attendant(s)?
Timesheets are not available in this version of the service facilitator portal. We are currently in the testing phase for additional updates to the portal and timesheets will be included as an upgrade during our Phase Two version on May 31st.

22) I have a member who experienced a Medicaid lapse which caused them to be with CDCN for the month of March only. They are now with PPL but need to be paid for the month of March. What is the best way to indicate that on the FARF so that they don't experience major delays in pay with PPL once the information is sent to you all?
Please check the box marked "Change of FEA" on the FARF. You can specify on the form the current FEA and the new FEA. You may also provide additional details when you submit the form in the body of the email sent to VAReferrals@consumerdirectcare.com

23) What should an attendant do if they do not receive their US Bank Focus Card in the mail?
If an attendant selected this option as their preferred method of payment and did not receive their card they may request a new one to be issued through US Bank directly. The helpline number to call is 1-877-474-0010. Please keep in mind the card takes 7-10 business days to arrive once CDCN makes the request to US Bank on behalf of the attendant.

24)Why has the Customer Service Team been giving incorrect information to clients that do not include past respite utilization?

In March CDCN made internal updates using utilization information directly from DMAS regarding past respite usage. The information provided by our Customer Service representatives should accurately reflect that information.

25) What should we do when a Program Coordinator does not respond to repeated phone calls and emails also go unanswered. Is there someone we can contact?
We are sorry if you experience this type of communication. If you do, please send an email to InfoCDVA@consumerdirectcare.com with this in the Subject line: Escalation – Client Name.

Please include a description of the issue, the number of attempts, and the parties you have previously contacted. We will escalate those to appropriate team members for timely follow up and resolution.

26) Do the Program Coordinators have email addresses?

Yes, they do use email as a method of communication. We do ask however, that you do not use them as a sole point of contact to avoid creating a bottleneck in communication and possibly experience delays in response. Please email your questions to infoCDVA@consumerdirectcare.com and the first available agent will answer your questions.