

3/21/19

Monthly Service Facilitator Monthly Meeting

- Meeting minutes
 - Located www.consumerdirectva.com/ssforms
 - available to all Service Facilitators
 - Located on past e-blasts invitations
- 2019 Training dates
 - 3rd Tuesday and 3rd Thursday of each month
 - April 16 – 10:00 am
 - April 18 – 4:00 pm
 - Schedule posted on website and published in e-blasts
 - Reminders sent one week prior to call
- Portal updates
 - Used by Attendants, Employers, and Service Facilitators
 - Attendants – submit time, view documents
 - Employers use to approve time
 - Service Facilitators view reports coming April 7
 - View spending summaries
 - Prior to being able to use the portal, we will need to work with your agency's director to obtain a Confidentiality Agreement.
 - One signed Confidentiality Agreement will be needed per agency.
 - The SF Web Portal Pilot program was completed on 3/21/19. CDCN will be providing detailed instructions on how to get set up with the SF web portal for each SF agency. The anticipated date to send information to SF agency is April 7th. Information will be provided via an email blast to SF Companies.
 - Please send portal related questions to our infocdva@consumerdirectcare.com email box.
 - Need to keep portal HIPAA compliant
 - Need NPI # and Medicaid # of participant you serve needed
 - Will have spending summary information
 - CDCN will contact SF agency/company director to sign confidentiality agreement. The anticipated date to send out agreements is by April 7th.
 - 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
 - Please encourage employer of record to use web portal especially for submitting time
- Single pay schedule – provide consistency to payroll schedule
 - Information is available on website
 - Moving to single bi-weekly pay schedule
 - Email blast sent to all Service Facilitators with valid email addresses
 - USPS mailing sent to all Service Facilitators with valid mailing addresses
 - 3/7 – 3/13 single week pay period (due 3/15) pay date 3/22 the next Friday
 - New pay schedule for all 3/14 – 3/27

- Time sheet information (paper and web portal) is due 3/29 (every other Friday by midnight)
 - Pay date 4/5
- Fiscal Agent Request Form (FARF)- New member to CDCN
 - SF will fill out a FARF letting CDCN know that the participants has a waiver acceptable through program
 - SF can request that CDCN send a blank New Consumer packet within 3 business days
 - SF can print and take to employer
 - Completing packet – will auto-fill all duplicate info
 - 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 Fiscal Employer Agent to submit record request from current Fiscal Employer Agent
 - FARF is submitted VaReferrals@ComsumerDirectCare.com
 - Fax 877.571.8649
 - Allows new F/EA to legally withhold taxes
 - Employers notify SF
 - Transfer from one F/EA to CDCN
 - SF collect and submit employer transition packet
 - notify current MCO or F/EA and CDCN
 - F/EAs work with each other to transfer data
- 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
 - For employer - Pay rate, start date, responsibilities of attendant
 - Total units remaining for fiscal year for respite
 - Email blast will go to all employers with IVR information
- Consumer & Attendant forms - Common form errors
 - Fillable forms, it auto-fills all duplicate information
 - SS-4 used to determine EIN
 - Section 7 A & B – shown on social card
 - Question 11 same date in applicant
 - Question 18 - no if not FEIN and yes if have FEIN

- 2678 Agent form
 - Complete all that apply under section 5
 - If employer wants CDCN to report, deposit and pay FUTA
- PAR 101 Power of Attorney (for state)
 - Include info for employer
 - Title needed household employer or guardian, whichever applies
- Employment Eligibility verification I-9
 - List all names used or complete with N/A
 - P.O. Box not allowed
 - Indicate if a preparer or translator was used for completing form
 - Citizenship/immigration status verification
 - One document from list A
 - One document from list B
 - Estimated first date of employment
 - Address – P.O. Box not allowed
 - Complete all dates requested
 - Submit within 3 days of start of work
- W-4 (determines Fed tax withheld from attendants pay)
 - Section 4
 - Write “exempt” on line 7 if applicable
- VA-4 (determines state withholding)
 - Have attendant complete exemption work sheet
- Criminal History – must be submitted by all employees
 - Do not send money to CDCN or state police
 - Must be notarized
 - Do not complete signature of “person making request”
 - May work up to 30 days until background check is processed
- Child Protective Services
 - Only for attendants caring for children under age of 18
 - Notary complete section 3 (only)
 - Must be signed in ink
 - CPS will not accept copies – send CDCN only original form
 - Mail to CDCN office in Richmond (address listed below)
- Employment Relationship Disclosure
 - Attendant can select one or more that applies
 - May exempt attendant from payroll taxes (depends on age and relationship)
 - If attendant is parent, must complete 3 additional questions
- Pay Selection Form
 - If selection not marked, US Bank card will be sent by default
 - If card is lost employee needs to contact US Bank 877.474.0010
- Pay selection form
 - Select direct deposit (include voided blank check)
 - Mailed to attendant (a white envelope ~7 days after request)
 - Select US Bankcard

- If nothing is selected, default is US Bankcard
 - 877.474.0010 US Bank, for replacement card
- Call Center questions
 - Pay/Timesheet/Packet/Back pay/Pay schedule questions/Portal
- Background check
 - Paid by CDCN
 - Must be signed, dated and notarized
 - Do not fill out section for person making request – this is to be completed by CDCN
- OK to work letters
 - Send within 5 days of receipt of completed packet
 - Will list pay rate, paperwork completion date and CDCN id number
- SF Communication
 - General client, caregiver, EOR questions please visit our web site at www.consumerdirectva.com
 - Infocdva@consumerdirectcare.com
 - Monthly e-blast communication
 - FAQs: www.consumerdirectva.com/faq/
 - Annual survey
 - Complaints & grievances email to invocdva@consumerdirectcare.com
 - 888.444.8182 and fax 877.747.7764
- Secure email
 - Use infocdva@consumerdirectcare.com and CDCN will respond with secure email that EOR can reply and keep HIPAA compliant
 - If EOR use infoCDVA@consumerdirectcare.com and CDCN will respond with secure email that EOR can reply and keep HIPAA compliant

General inquiries: infocdva@consumerdirectcare.com

FISCAL agent request forms (FARF) for referrals: VAREferrals@consumerdirectcare.com

call center number: 1-888-444-8182 and fax: 877-571-8649

Access previous meeting minutes (sent in email blast “meeting summary link”) or

infoCDVA@consumerdirectcare.com/sfforms/

Questions presented but not addressed during March SF Meetings:

- 1) **For web portal submission PPL would allow submission until Tuesday of the following week. If you are going with Midnight on Friday has that been clearly communicated to the client/EOR and attendants?**
 Yes, it was communicated during the fall regional training, it is included in both the attendant and Employer welcome packets, payroll calendar, and reminders are posted in the portal.
- 2) **You are providing 2 Fax numbers. Can we use either one or is there only one Fax # to submit FARFs**

Please use the 877-571-8649 fax number for referrals. If you fax to our main number, it will still get processed, however there may be a delay as the form gets redirected to the correct department.

3) What is the IVR number?

The IVR number is the same as our mainline number, 888-444-8182.

4) Has that IVR number been communicated to EORs/Clients?

Yes, we sent out a mailing letter to Employers of Record on 3/11/19 and emailed the information on 3/21/19. We have also updated our website to include an announcement for the IVR system and links to more information about it. This information is located under our News and Announcements section of the website.

5) Will there be any training for SF's on the portal?

There will be training materials provided on our website, through email, and will be incorporated into next month's training presentation.

6) If we prefill the form for employers do they only have to sign and date all the forms?

The pre-filling feature is designed to provide ease for the employers. The information that is filled in on the first page will pre-fill to the following pages. There are some pages that require additional information, check boxes to be completed and signatures, therefore those items will still need to be completed by the Employer.

7) Once we submit the FARF for a new consumer, should we wait or delay our submission of the employer or the attendant packet, or can we submit the FARF and the other packets the same day?

Great question. Please feel free to submit enrollment documents along with the FARF if they have previously been completed. This will expedite the enrollment process.

8) If we choose to print the documents do they have to be one-sided?

Packets do not have to be completed one-sided, however please ensure that they are scanned double-sided if they are submitted via fax or email.

9) W4 form - is CDC matching payroll for social security and Medicare?

The W-4 is for federal withholding and is separate from SS/Medicare. Yes, CDCN pays the employer portion of SS (6.2%) and Medicare (1.45%).

10) Please repeat the info about work date vs. criminal background check. When can the attendant start working?

An attendant can begin working from the start date of service outlined on the Attendants I9 form, but will not be paid until all required forms are received and verified as complete and accurate. Background checks need to be received by CDCN at the time of initial employment and is required whether the Attendant is in the process of being re-employed by the same Employer or when working for a different participant. Attendants may work and be paid for services for up to 30 days pending the results of their criminal and child abuse and neglect background checks.

- 11) I was told on Tuesday that with the clients who are transferring between PPL and CDCN, only the EOR enrollment packet is needed, that you are receiving the attendant info from PPL. However, today I was told by a CDCN customer service representative that this isn't accurate, the aides all need to fill out attendant packets. Do we need to tell all the aides that they need to fill out attendant enrollment packets now (for clients transferring from PPL)?**

For FEA to FEA transitions, the employer transition packet is required. The attendants are not required to complete a packet as that information will be sent over to CDCN from the previous Fiscal Employer Agency.

- 12) For the FARF, if we request that the document be mailed to the client/EOR will be totally blank?**

Yes. It is outside of the scope of responsibility for CDCN to complete paperwork on behalf of an employer or attendant.

- 13) How does the okay to work apply to those attendants/EORs who are still trying to get things completed for December, or those that are only with CDCN for a month or two until the move to MCO. Paperwork is taking a long time to be processed and sometimes not complete until individuals have moved to MCO. Will it be backdated so that attendants can get paid?**

For new enrollment, the start date on the I9 form should reflect the Attendants official first date of service, and needs to be signed by both the EOR as well as the Attendant. The Attendant will not be paid for any time prior to their official start date.

For transitioning attendants, there is no requirement for an I9 or background check. The hire date information is present in the response file we get from the previous FEA. Delays in transitions often occur when CDCN does not receive a FARF.

- 14) What is the rate paid to attendants?**

\$9.22/hour for all clients living in counties not considered Northern Virginia and
\$11.93/hour for Northern Virginia residents.

- 15) What is the number for attendants to call for replacement of misplaced or missing US Bank Cards?**

877-474-0010

- 16) Where can we find the meeting minutes?**

www.consumerdirectcare.com/sfforms/

- 17) I know that CDCN would like for everyone to use the web portal for timesheet submission; however, there is a large rural and elderly population that we work with that does not have access to a computer or the internet. As a result, paper timesheets need to remain available for use.**

Thank you for that feedback. Paper timesheets are currently available for use. They can be found under www.consumerdirectva.com/forms