

5/16/19

## Monthly Service Facilitator monthly meeting

- Service Facilitator Web Portal Demonstration
  - Available to SF starting May 31
  - In the portal, SF must register as CM (case manager) or SF
  - Register at [www.DirectMyCare.com](http://www.DirectMyCare.com)
  - On dashboard, select your agency from the upper right side.
  - You can search by participant name or ID in the search box.
  - Any name in blue and underlined can be clicked on to get more information about that person.
  - You can search by Email, participant ID, or Insurer Id.
    - The Insurer ID is the participant's Medicaid ID.
    - The Participant ID is the ID number in our system.
  - Clicking on the participant name will give general info (such as their name, Medicaid ID, their ID in our system, the last 4 of SSN, Date of Birth, and the FIPS code), as well as their demographics and contact data (email, address 1 & 2, cell phone, zip, gender, city, state), the list of Employers of Record, and the list of Employees
  - Click Shift Details icon (looks like a clipboard) to get shift summary details for employee. It will show time submitted via portal, paper timesheets, and through EVV.
  - Employee Rates (money bag symbol) – Gives the pay rate per Service Code for the participant's employees.
  - Clicking on name of employee gives their general details (name, id in our system, hire date) and their demographics and contact data.
  - Clicking on Employer name gives their General Information (name, id in our system, FEIN number, SSN) and their demographic and contact data (email, address, city, state, zip, and gender)
  - Shift Summary
    - Gives details about all shifts submitted by attendant, whether they came from a paper timesheet, web portal, or EVV.
    - Shows the service code, date, in & out times, hours, the check number, check amount, and paid date.
  - Authorization dashboard – Shows the ACN (ACN number is unique to our system), the agreement number, the client's ID, name, date of birth, the provider, the authorization start date, and the authorization end date.
  - Report summary - Gives the Patient Pay report (not up yet), Budget Report, Budget Summary
  - **Note for when registering on portal - Please select Ex. CM/ Serv. Facilitator when selecting role on portal.**
  - You can also access the web portal by going under the resources tab on our website, [www.consumerdirectVA.com](http://www.consumerdirectVA.com) and there is a direct link to the portal from there.
- Electronic Visit Verification (EVV)
  - Effective October 1, 2019 paper time sheets will no longer be accepted
  - DMAS phone calls and town halls provide demonstrations on EVV systems
  - SF calls will be scheduled week of June 3
- Other methods to submit time
  - Web portal

- Mobile application
- June more training will be offered on mobile app
- FARF
  - Form available on website
  - New participant/employer
  - Existing participant is changing to different EOR
  - Existing participant changing to new SF
  - Participant lost waiver and now on fee-for-service
  - FARF is submitted [VaReferrals@ConsumerDirectCare.com](mailto:VaReferrals@ConsumerDirectCare.com)
  - Fax 877.571.8649
  - Located on forms tab on website
  - Form update 3/25/19
  - If SF print, be sure and complete first page before printing
    - This is fillable form and will complete parts of the packet
- 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 PIN (1234)
      - PIN may be changed
- US Bank Card
  - Pay is processed by-weekly
  - 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
    - Card is delivered in unmarked blank envelope within 7-10 business days
  - 877.474.0010 US Bank, for replacement card
- 2019 Training dates
  - 3<sup>rd</sup> Tuesday and 3<sup>rd</sup> Thursday of each month
    - June 18 – 4:00 pm
    - June 20 – 10:00 am
  - 2019 Schedule posted on website and published in e-blasts

- Reminders emailed one week prior to call
- Meeting minutes
  - Located [www.consumerdirectva.com/sfforms](http://www.consumerdirectva.com/sfforms)
  - available to all Service Facilitators
  - Located on past e-blasts invitations
- SF Communication
  - [infoCDVA@consumerdirectcare.com](mailto:infoCDVA@consumerdirectcare.com)
  - Monthly e-blast communication
  - FAQs: [www.consumerdirectva.com/fag/](http://www.consumerdirectva.com/fag/)
  - Feedback – submit any time
  - Annual survey
  - Complaints & grievances
  - 888.444.8182 and fax 877.747.7764
  - [www.ConsumerDirectVA.com](http://www.ConsumerDirectVA.com)
- Secure email
  - If EOR use [infoCDVA@consumerdirectcare.com](mailto:infoCDVA@consumerdirectcare.com) and CDCN will respond with secure email that EOR can reply and keep HIPAA compliance

Richmond office:  
 2112 W. Laburnum, Suite 112  
 Richmond, VA 23220

Access previous meeting minutes (sent in email blast “meeting summary link”) or  
[www.consumerdirectva.com/sfforms/](http://www.consumerdirectva.com/sfforms/)

#### Q&A from May’s Existing SF Meeting

**1) Will there be a way for us to see when an attendant/employer is good to serve on the portal?**

An attendant or client is considered “good-to-serve” after enrollment has been completed. Visibility will occur automatically 24 hours after the individual has been onboarded to CDCN.

**2) Will we be able to see the problems with attendant enrollment packets so that we can help employees fill their packets out correctly?**

The system does not permit users to fix enrollment document issues on the portal. The best way to ensure paperwork is filled out correctly is to instruct employers to use our form samples and

enrollment packet instructions located on our website at this location:

<https://www.consumerdirectva.com/forms/>

**3) How will we know when the new EOR has been approved when there is a change in EOR?**

The new EOR will be visible as soon as they have been enrolled with CDCN. This individual will be shown at the top of the list within the portal.

**4) After submitting the FARF, I am having difficulty with the consumers getting attached to my profile. Is there a better way to get them attached when it is not done?**

For new clients, after an individual has been enrolled and is ok to work with CDCN, the administrator of the agency will be able to add or remove participants from a caseload.

**5) What date will these new portal features be available?**

We are excited to announce these new features will go live on May 31<sup>st</sup>.

**6) Will the "Contact Us" phone number in the new web portal be updated to the VA number?**

CDCN does not have a direct number to our Virginia office. The contact phone number will be for our Call Center team, which is in Missoula, Montana and can be reached at 888-444-8182.

**7) There is info on the CDCN website that talks about using the "Cell Trak" app for time entry. Is that app currently usable by attendants?**

Cell Trak is currently a functional mobile app with CDCN.

**8) Is the fax backed up?**

All our servers are backed up. Please remember that we have multiple fax numbers. The fax number for FARFs is: 877-571-8649. General paperwork can be faxed or submitted to 877-747-7764.

**9) I had to be transferred to the Richmond Office but did not receive a return call after leaving a voicemail. Is there a direct number to contact the Richmond office?**

We apologize for any delays that you have experienced with not receiving a timely call back for voicemails left with our local Virginia office. Please allow the Call Center team (1-888-444-8182) an opportunity to address any issues that you may have. Remember that you may also direct your inquiries to our general email inbox at [InfoCDVA@consumerdirectcare.com](mailto:InfoCDVA@consumerdirectcare.com)

**10) I was told that the F/EA is responsible for providing the EVV system for client participation, not the SF company, is this correct?**

The Service Facilitators are not responsible for providing an EVV system. During the upcoming months, DMAS will provide more communication about EVV and the requirements associated with the EVV system.

**11) Do we need to have the new EoR in place to find out when the CDCN start date is before having the attendants complete transition packets so that we can know what date to put for the attendants' hire dates?**

The new EOR should always be set up in advance. Without an established EOR tied to a client CDCN cannot process any time for an attendant.

**12) Under authorizations, will the authorized hours be available as it is authorized per week?**

The authorizations will show exactly how we receive them from DMAS. For example, S5126 (Personal Care Assistance Services) will show based on the bi-weekly authorized units. S5150 (Respite Care Services) based on Fiscal Year.

**13) How will we know the new EoR's start date? Is that when the new EoR is deemed good-to-go with CDCN?**

It is important to note that the new caregiver packet hire date on the I-9 should coincide with the new EoR start date.

**14) The EoR can print out the EoR enrollment packets him/herself, correct?**

Yes. All our forms and enrollment packets are available for download as a PDF from our website located here: <https://www.consumerdirectva.com/forms/>

**15) Should we still check the box on the FARF that "The Service Facilitator will print and bring an enrollment packet to the Employer" even though the EoR will be printing it out?**

Correct. As the Service Facilitator, if you choose this option please ensure that you have communicated to the Employer of Record to download the forms from CDCN's website. Selecting this option just indicates to us not to mail the forms.

**16) How long is the process to get someone set up into Consumer Direct and will SF then be able to see timesheets submitted?**

Upon receipt of a FARF and all enrollment forms have been filled out completely and accurately, CDCN will process an enrollment within 5 business days. Once this process is complete, service facilitators will be able to see all shifts that an attendant has submitted.

**17) Is it necessary to wait until the new EoR is established to find out his/her start date with CDCN and how does this effect the hire dates for the existing attendants?**

No, while it is important to establish the new EORs start date for the existing attendants, the new attendants may feel free to go ahead and start to fill out their packets needed to coincide with the new EORs information. The EOR provides CDCN with the attendants start date, which is usually after the new EORs start date, and this information can be submitted at the same time.