

Virginia Premier recently shared that your Fiscal/Employer Agent (F/EA) is changing to Consumer Direct Care Network (CDCN). This change will occur in September 2019. Please read below for some helpful information.

What You Need to Do

- Work with your Service Facilitator to complete required paperwork
- Attend an information session to learn more about CDCN and the changes taking place
- Start submitting time electronically to CDCN on 9/26/19

Required Paperwork

Paperwork can be easily completed online. The *Virginia Premier Employer Transition Packet* includes forms which permit CDCN to act as your Agent. The *Virginia Premier Attendant Transition Packet* ensures information is accurate and avoids delay in pay.

1. Electronic packets can be found online at www.ConsumerDirectVA.com/forms/virginia-premier-health-plan-forms
2. **Employers** – fill out the *Virginia Premier Employer Transition Packet*
3. **Attendants** – fill out the *Virginia Premier Attendant Transition Packet* (All attendants currently working must complete a packet)
4. Click Finish and the completed packet will automatically be sent to CDCN for processing

All forms must be received by **9/21/19** to avoid delay in Attendant pay in October.

Learn More

Please attend an information session for more information about CDCN and the changes taking place, including Electronic Visit Verification (EVV). **A schedule of information sessions and webinars is included below and can also be found on our website.** We will also be available at the DMAS EVV townhall meetings.

Information Sessions

In-person meetings will be held throughout the state. The open-house style meetings will be in three-hour blocks. The first hour will be a presentation and the rest of the time is to help you and your attendants complete paperwork and register for the CDCN mobile app and Web Portal.

RSVP by emailing the following to infoCDVA@ConsumerDirectCare.com

- Name of the Virginia Premier Member/Employer and Employer of Record, if applicable
- Name of Attendant(s)
- Location and time of meeting(s) you wish to attend

WHAT TO BRING TO THE INFORMATION SESSION:

- Attendants should bring a voided check or bank account information to enroll in direct deposit.
- Devices will be available to complete paperwork. You may also bring your own tablet or smartphone to complete paperwork and register for the CDCN mobile app and web portal. Wi-Fi will be available.

Webinars

Both live and recorded webinars will be available. An online recorded webinar is available any time at <https://www.consumerdirectva.com/training-materials/>.

How to Make Sure Your Attendants Are Paid on Time

PPL and CDCN will split payroll responsibilities in September.

- PPL will pay time received **through 9/25/19**
- CDCN will pay time received from **9/26/19 forward**

CDCN will have a single payroll cycle. The transition is described below. For work performed from 10/10/19 forward, there will only be one pay group. **For payroll group B there are no changes, continue to follow the same schedule.**

Visit our website for a 2019 Payroll Calendar. www.ConsumerDirectVA.com/forms/virginia-premier-health-plan-forms

Payroll Transition to One Schedule				
Pay Group	Pay Period Start	Pay Period End	Time Entries Due to CDCN	Pay Date
A	9/26/19	10/2/19	10/4/19	10/11/19
	10/3/19	10/9/19	10/11/19	10/18/19
One Schedule	10/10/19	10/23/19	10/25/19	11/1/19
For payroll group B there are no changes, continue to follow the same schedule.				
B	9/26/19	10/9/19	10/11/19	10/18/19
One Schedule	10/10/19	10/23/19	10/25/19	11/1/19

How to Submit Attendant Time

- Time will be submitted using the CDCN Mobile App or Interactive Voice Response (IVR) starting 9/26/19.
- Effective 10/1/19 the CDCN Mobile App and IVR will comply with the Electronic Visit Verification (EVV) requirement.
- CDCN Mobile App demonstrations will be provided at the information sessions and the webinars.
- Visit our training resources for information on the CDCN Mobile App and IVR.
<https://www.consumerdirectva.com/training-materials/>

Live Webinar Schedule

Please join via this link:

<https://consumer-direct-care-network.my.webex.com/meet/vphp>

Join by phone (audio only):

+1-510-338-9438 USA

Access code: 620 301 217

Date	Time (Eastern)
July 20 th – Saturday	10 am – 12 pm
July 25 th – Thursday	1 pm – 3 pm
July 30 th – Tuesday	5 pm – 7 pm
August 10 th – Saturday	6 pm – 8 pm
August 15 th – Thursday	6 pm – 8 pm
August 21 st – Wednesday	10 am – 12 pm
August 27 th – Tuesday	2 pm – 4 pm
September 5 th - Thursday	9 am – 11 am
September 14 th – Saturday	2 pm – 4 pm
September 18 th – Wednesday	5 pm – 7 pm

CDCN Contact Information

Have questions? Contact us at:

- Email - InfoCDVA@ConsumerDirectCare.com
- Toll-Free Phone Number (888) 444-8182

We look forward to working with you throughout this change and in the future.

Sincerely,

The Consumer Direct Care Network Team