

Monthly Meeting Minutes- Services Facilitator

Meeting Details	Dates: August 15, 2019 (10:00a-11:00a) August 20, 2019 (4:00p-5:00p) Location: Web based Meeting Facilitator: Consumer Direct Care Network
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F/EA to F/EA Transition

When a Medicaid Member falls out of CCC Plus and are enrolled into Fee-for-service for any period; this process is known as F/EA to F/EA transition.

Services Facilitators are responsible for submitting a FARF on behalf of the Consumer, until the Consumer is reassigned to an MCO.

During an F/EA to F/EA transition, on the Fiscal Agent Request Form (FARF), Service Facilitators should choose the option "Change of F/EA and fill below" to indicate an F/EA to F/EA transition.

It is important that the Service Facilitator then specify the current F/EA and new F/EA under that same section.

The information provided on the FARF form helps CDCN determine which F/EA to request the Consumer's demographic information from and assist CDCN in setting up the Consumer successfully in our system.

Transition Packets

Employer and Attendants transitioning to the new F/EA are required to fill out transition packets and provide them to CDCN.

These packets are easily accessible and can be filled out electronically to help reduce errors and offer faster processing.

A red outline indicates areas on the forms that are required to be completed by the Employer and Attendant.

The transition packets are located under the Forms tab for both DMAS and Virginia Premier Health Plan Employers and Attendants.

Electronic Visit Verification

Electronic Visit Verification uses technology to electronically record when attendants begin and end providing services to Medicaid members.

These systems require a device such as a mobile phone or landline to collect attendant's start and end times and location.

EVV is part of the Federal 21st Century CURES Act signed into law on December 13, 2016 which requires states to implement Electronic Visit Verification or EVV.

Monthly Meeting Minutes- Services Facilitator

Note: Effective 9/26/19, paper timesheets will no longer be accepted.

To avoid a delay in the Attendant's pay, Service Facilitators are asked to work with Employers and Attendants to register for the Mobile Application (CellTrak) and Web Portal today.

Note: 9/26/2019 is the beginning of the pay period; please refer to our website for the full pay schedule.

An outline and online videos of the Mobile Application (CellTrak), showing users how to register and Employers how to approve shifts, are located on our website under the Resource tab in the Training Materials section.

The Mobile Application (CellTrak) should be downloaded by the Attendant and can be downloaded to either the Medicaid members or Attendants' device.

The Mobile Application (CellTrak) is available for both iPhone and Android and can be downloaded to any smart device that has location services.

The Employer can sign and approve time on the Attendant's device at the end of shift. If this option is used, the Employer will not need to approve time through the Web Portal.

The most common devices used for EVV are smart phones or tablets.

PLEASE NOTE: In the app store you will see two versions of CellTrak please DO NOT PICK VERSION 1.7. IT IS NOT THE RIGHT VERSION!

Once the Attendant has downloaded the correct version of the CellTrak application, please have them enter the **License ID 200458** and **Authentication code 740083** in the respective fields.

A Consumer Direct ID number is required to register for the mobile application. If the Attendant does not have this number, they can call CDCN at 888-444-8182 and one of our Customer Service Reps will provide it to them.

Note: Only one device can be registered per user. This means that only one Attendant can submit their shift on the device they are registered to using the Mobile App.

The completed step-by-step registration instructions for the Mobile Application can be located on our website at www.consumerdirectva.com under Resources tab in the Training Materials section of our website.

Submitting Time

There are two approved methods for the Attendant to submit time:

The first and preferred Method is that the Attendant use the Mobile App on a smart device. Attendants can start their shift and end their shift at the Participant's home and in the community. This provides maximum flexibility to receiving care.

The second and alternative method is that the Attendant can a toll-free number, which will be available on September 26th, from the Medicaid Members landline phone. This option limits flexibility of being able to provide care from anywhere in the community.

Monthly Meeting Minutes- Services Facilitator

With this option, the Attendant must start their shift in the Consumer's home and then return to the Consumers home to end the shift.

Approving Time Mobile Application

There are also approved methods for the Employer to approve time:

The first approved method is directly in the Mobile App (CellTrak) where the Employer will sign on the Attendants device at the end of each shift.

The second approved method is the Web Portal where the Employer will have option to approve the shifts 24/7.

The Interactive Voice Response system is another approved option Employers can use to approve EVV shifts. This is done by using the Medicaid Members registered landline phone.

To use the CellTrak IVR system, the Employer will need to complete a form to register the consumer's phone number with CDCN. A copy of this form can be found on our website under the Forms tab in the Time and Payroll Related Forms section of our website.

Video tutorials and one page tutorials on how Employers approve time through the Interactive Voice Response System, Mobile App and Web Portal can be found at www.ConsumerDirectVA.com/training-materials.

Attendants will dial a tollfree number from the consumer's registered landline phone number to start and end their shifts.

This option is available also available for use by the Employer 24/7 and will be available starting 9/26/19.

Exceptions

After Sept 26th, Attendants will only use the Web Portal to submit approved exceptions within the CDCN Web Portal.

Use of the CDCN web portal after Sept 26th is *not* an approved method for Attendants submitting time under the 21st Century CURES Act.

Consumer Direct understands that exceptions will need to be made by the attendant. Service Facilitators are being asked to aware of these exceptions. These exceptions include:

- **I forgot to clock in/clock out**
- **My phone or tablet was not working**
- **The Mobile App was not working**
- **I didn't have a phone or tablet**
- **My member had an emergency**
- **I clocked in/out at the wrong time**

For more information on these exceptions, please refer to our FAQs.

Monthly Meeting Minutes- Services Facilitator

The FAQs can be located under the Resource tab in the FAQs section of our website. Once located, click on the download the Electronic Visit Verification link to find this communication.

Time submitted manually on the Web Portal by the Attendant is **NOT EVV COMPLIANT**. Manual time entries will be monitored by DMAS and Virginia Premier. Continued noncompliance may result in disenrollment from the CD program.

Smart Phone Resources

As a Medicaid member, you may be eligible to receive a free cell phone to assist with the transition to EVV.

If you are enrolled with DMAS Fee-for-service and not with an MCO, please see available resources below:

- Access Wireless- 1-888-900-5899
- Assurance Wireless- 1-888-321-5880
- Safelink Wireless- 1-800-378-1684

Training Materials

Training Materials, such as user guides and informative videos are outlined on our website at www.consumerdirectva.com/training-materials.

These resources are available to help assist in ease of use, from filling out packets to registering on the Web Portal.

Service Facilitators can also find useful information, under the FAQs section of our Resource tab, which will assist with the most up to date answers to a lot the questions that we see communicated within our company.

Service Facilitators can also register for the Web portal to view the most up to date information for their Clients and Attendants.

This is done by providing CDCN with **one** Confidentiality Agreement per agency and a list of Service Facilitators within your agency.

Walk through instructions for Service Facilitators to get started with our Web Portal is accessible within our training materials under the Service Facilitator section located at www.consumerdirectva.com/training-materials.

Users will find everything they will need to make navigating through resources within CDCN quick and easy.

Virginia Premier

Monthly Meeting Minutes- Services Facilitator

Effective, 9/26 Virginia Premier will be transitioning to CDCN.

CDCN is asking Service Facilitators to assist with:

Ensuring that EORs and attendants successfully complete transition paperwork prior to Sept 21, 2019.

These electronic transition packets are located under our Forms tab, for DMAS and Virginia Premier Employers and Attendants.

No FARF is required during the VA Premier transition.

Service Facilitators can also provide resources to Employers and Attendants for downloading and registering for the mobile application.

Service Facilitators are being asked to continue to encourage Employer and Attendants to register for the Web Portal, if they have not already done so. Step by step instructions are outlined on our website to assist in easily registering for our Web Portal.

Service Facilitators can lastly communicate the upcoming Virginia Premier Information sessions for Employers and Attendants as outlined on the Training Schedule section on our website under the Resource tab.

Please remember, those Attendants who are with VA Premier, and registered on the mobile application, will not be able to log their time through the mobile application until Sept 26th.

Contact Information

Email: infoCDVA@consumerdirectcare.com

Website: www.consumerdirectva.com

Phone: 888-444-8182

Existing SF Presentation FAQ 8-2019

1) What is the earliest we can send the packets for transitioning?

CDCN is accepting completed Virginia Premier transition packets for Employers and Attendants today. These packets can be filled out electronically to reduce errors and assist in faster processing. These packets MUST be submitted to CDCN by September 21, 2019 to avoid delays in attendant pay.

2) Will the presentation be available on the website?

Meeting Minutes from this presentation and previous presentations will be posted at the following web address for your review: <https://www.consumerdirectva.com/sfforms>.

3) How will Attendant, Companion, and Respite hours be recorded on the new mobile EVV?

Monthly Meeting Minutes- Services Facilitator

Through the CellTrak Application, service hours will be recorded as individual entries. For example, if the Attendant is providing Attendant care, the Attendant is required to clock in and select that service code as the service being provided. Once the Attendant has completed their shift for that service code, they will clock out. If the Attendant is providing another service in the same day, they will need to clock in as they did before and select the additional service being provided from the menu.

4) Access for Medicaid Members free mobile phones service through Access, Assurance and SafeLink available for all fiscal agents or are they company specific?

Medicaid Members can call any of the numbers outlined to see if they are eligible for a free phone.

5) Does the Attendant have to clock in and clock out through the Mobile Application at the consumer's home?

No, the Attendant using the Mobile Application can clock in and out of their shifts anywhere, in the community or while providing services in the client's home, long as they are providing services to the client.

Through the IVR system located in the client's home, the Attendant is required to clock in at the client's home at the start of the shift and clock out at the client's home at the end of the shift.

6) If a recipient is registered with another FEA, will the Service Facilitator be required to submit a new FARF?

If the participant is with another FEA and transferring to CDCN, then Service Facilitators are asked to complete a FARF and submit it to CDCN.

If they are coming to CDCN through the Virginia Premier transition, there is no FARF needed for this transition.

7) When should Attendants register for the Mobile App? When can Attendants submit their time through the Mobile App rather than the Web Portal?

Attendants should register for the Mobile Application as soon as possible. If the Attendant is with CDCN and not transitioning through Virginia Premier, Attendants can start submitting their time through the Mobile Application today.

If the Attendant is transitioning to CDCN through Virginia Premier, these Attendants will not be able to use the Mobile Application to record time until September 26, 2019.

After September 26th, Attendants will no longer be able to use the CDCN Web Portal to manually submit shifts worked, they will use the Mobile Application or IVR system only. Attendants will use the CDCN Web Portal only to record exceptions.

8) Can transition paperwork can be completed by the Service Facilitator?

Yes, Service Facilitators can assist in completing transition paperwork by using the electronic version of the transition packet and prefilling it with the Employers or Attendants demographic information

Monthly Meeting Minutes- Services Facilitator

prior to printing the packet. Service Facilitators can then provide the prefilled packet to the Employer or Attendant to fill in the portions not completed and have them to sign and date accordingly.

9) When can the SF have access to enrolled members?

Service Facilitators have access to view DMAS members under their web portal view today. If you are a SF and would like to register for the Web portal, CDCN asks that you provide a Confidentiality Agreement (one per agency) with a list of Service Facilitators in your agency to CDCN for setup. The Confidentiality Agreement and list to outline agents can be located at www.consumerdirectva.com/sfforms and provide this to CDCN at infocdva@consumerdirectcare.com. Please note: Service Facilitators will need to also register through the web portal at www.directmycare.com upon completion of sending the Confidentiality form and list of Service Facilitator in your agency to CDCN.

For VA Premier clients, Service Facilitators will have access to view these members after September 26th.

10) During an FEA to FEA transition, does the Employer and Attendant only need to complete transition packet for those with DMAS & Virginia Premier?

For DMAS clients going through an FEA to FEA transitions, transition packets will need to be supplied and sent to CDCN electronically or through infocdva@consumerdirectcare.com. This information is in addition to a Fiscal Agent Request form (FARF). For the Virginia Premier transition, packets will need to be supplied to CDCN prior to September 21, 2019.

11) If an Employer has more than one Attendant, do all Attendants have to clock in and out on the same cellphone?

No, through the Cell Trak application, only one Attendant can capture their shifts per device. However, through the Interactive Voice Response (IVR) system, all Attendants can feel free to call in the start and end of their shifts through one registered device in the Medicaid Members home.

12) If Cell Trak will be used to log time for Virginia Premier Attendants on 9/26, how will the attendants submit hours from 9/26-9/30?

Those Attendants with Virginia Premier should register for the application today and can start submitting their shifts to CDCN starting 9/26.

13) Do the Attendants smartphones need to be registered through a form like the registration form landline for IVR?

No, there is no form to get the Attendant registered through the Cell Trak application. Instructions for registering through the Cell Trak application can be located by going to our website and clicking on the Training Materials section under the Resource tab of our website.

Monthly Meeting Minutes- Services Facilitator

14) Is there a way for Service Facilitators to be able to see that our VA Premier clients have successfully completed their transition paperwork and are "good to go" with CDCN?

Unfortunately, with the Virginia Premier transition, these Employers and Attendants will not be visible under the Service Facilitators' Web portal view until closer to the end of September. If a Service Facilitator would like to know if CDCN has received their Employers or Attendants' transition packets, they may feel free to contact CDCN and a Customer Service Rep. will be able to provide them with an answer.

15) What will CDCN be going over at the Townhalls?

An outline of the presentations presented at the Townhalls can be located under our Training Materials section of our website at www.consumerdirectva.com/training-materials.

16) Can Employers and Attendants having difficulty with the Cell Trak application attend future Townhall meetings?

Absolutely. CDCN highly encourages Service Facilitators, Employers and Attendants to join our upcoming Information Sessions. A calendar of when the next trainings will take place can be located on our website at www.consumerdirectva.com/schedule.

17) Can the Medicaid Members home phone be registered as back up? Or does it have to be either or?

Yes, the Attendants can use the Medicaid Members registered landline phone as an alternative method to the Cell Trak application. However, these methods are not interchangeable, meaning that if the Attendant clocks in through the IVR system, they will have to clock out through the IVR system. If the Attendant clocks in through the Cell Trak application, they must also clock out through the Cell Trak application.

18) Does the EOR need to have a cellphone or tablet registered for Cell Trak, or can they simply sign to approve time on the aide's cellphone?

No, Employers will not register for the Cell Trak application. Cell Trak is only to be registered by the Attendant on the Medicaid Members or Attendants personal cellphone or tablet that has location services. The Employer will use the Attendants or Medicaid Members cellphone or tablet to approve the shift worked, by signing with their finger or stylus, only if the Employer is with the Attendant at the end of their shift.

19) What if a client is between a grandmother and mothers house and they don't have a smart phone? Will they have to register different landline phones?

Only one landline phone can be registered for each consumer and it must be registered to the consumer home address. If the attendant is using the IVR method for clocking in and out, they will have to start and end each shift in the consumers home.