



Virginia Premier CDCN Transition

Agenda

- Who is Consumer Direct Care Network
- The Transition
- How to Submit/Approve Time
 - EVV
 - CellTrak Mobile App
 - IVR
 - Web Portal
- Payroll Schedule
- Transition Paperwork
- Resources



Who We Are



Fiscal Employer Agent

- Process Paperwork
- Background Checks
- Payroll
- Tax Reports
- W-2s



- For 28 years, Consumer Direct Care Network has been supporting people who need in-home support.
- We believe deeply in the philosophy of self-direction and self-determination.
- We currently provide services and supports to more than 26,000 individuals in 16 states nationwide.



Mission

To provide care and support for people in their homes and communities.

Vision

To help people live the life they want.





Values

Respect | Integrity | Service | Excellence

The Transition

BEFORE September 21st

- Submit Employer and Attendant paperwork
- Register on the Mobile App or IVR
- Register on Web Portal

September 26th

- Start submitting time to CDCN

The Transition

Today

- ✓ Complete Paperwork
- ✓ Download the CDCN Mobile App or register for IVR
- ✓ Register on CDCN Web Portal



www.ConsumerDirectVA.com

No more paper timesheets

- Effective 10/1/2019, CDCN will no longer accept paper timesheets.
- This change is required by a new federal rule.

What is EVV?

- Federal law requiring states to implement Electronic Visit Verification (EVV)
- EVV uses technology to electronically record when attendants begin and end shifts
- Signed into law on December 13, 2016

How does the Attendant Submit Time?

Two approved options to submit time:

- **Preferred Method: Mobile Application**
- **Alternative Method:** The Attendant can a tollfree number on the consumer's landline phone.

Paper timesheets no longer allowed starting 10/01/2019

Mobile Application (CellTrak)

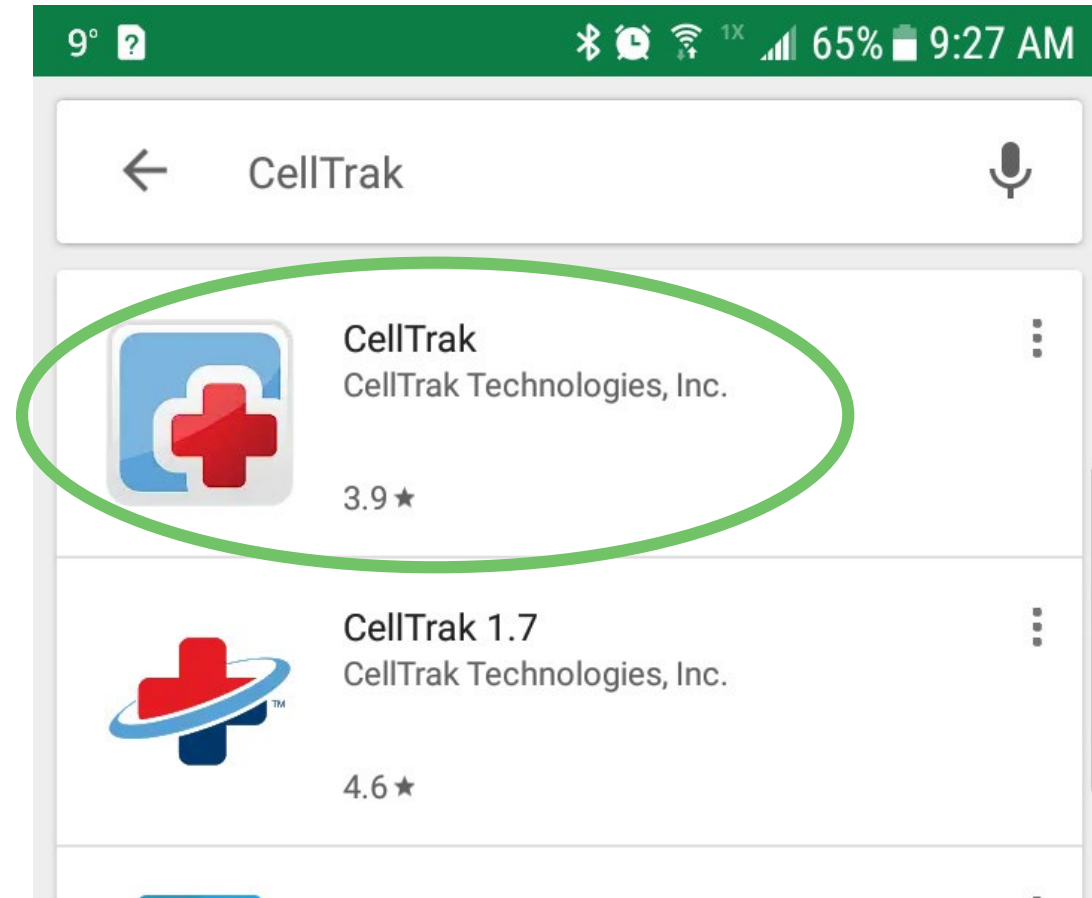
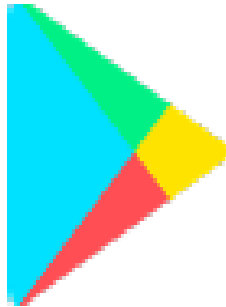
iOS/iPhone

App Store



Android

Google Play



Mobile App Registration

License ID: 200458

Authentication Code: 740083

User ID: CDVA-E-Attendant's 7-Digit CDCN ID
(example: CDVA-E-3001234)

CONSUMER DIRECT CARE NETWORK VIRGINIA

GETTING STARTED WITH THE
Mobile Application
FOR ELECTRONIC VISIT VERIFICATION

Q What is Electronic Visit Verification?
Electronic Visit Verification (EVV) is a way to record the date, time, and place that Attendants provide services.

Q Who should download the EVV mobile application?
Anyone can download the EVV mobile application. However, it is recommended to use the EVV mobile application on the Attendant's mobile device. Only one device can be registered per user. That means only one attendant can submit time per each device using the mobile application.

Q What EVV mobile application does Consumer Direct Care Network use?

Q How do I register?

- 1 Download CellTrak on your mobile device from the Apple App Store or Google Play Store. Type CellTrak in the search bar. When searching for CellTrak, you will see two applications: CellTrak and CellTrak 1.7. **Download the application titled CellTrak.**
- 2 Once downloaded, open the application to begin registration.
- 3 Enter following items for the initial steps:
a. **License ID: 200458**
b. **Authentication Code: 740083**
c. **Your mobile device's phone number**
- 4 Once entered, click the **Acquire License** button at the bottom of the screen. This will bring you to the register user screen.
- 5 You will need your Consumer Direct Care Network ID for the next steps.
a. Enter "CDVA-E-" followed by the attendant's 7-digit Consumer Direct Care Network ID (It looks like CDVA-E-3001234).
- 6 Enter your last name, a password, and select two challenge questions.
- 7 Click the **Register User** button at the bottom of the screen to complete the registration process.

For additional information, please visit our training materials page at www.ConsumerDirectVA.com/training-materials

Q

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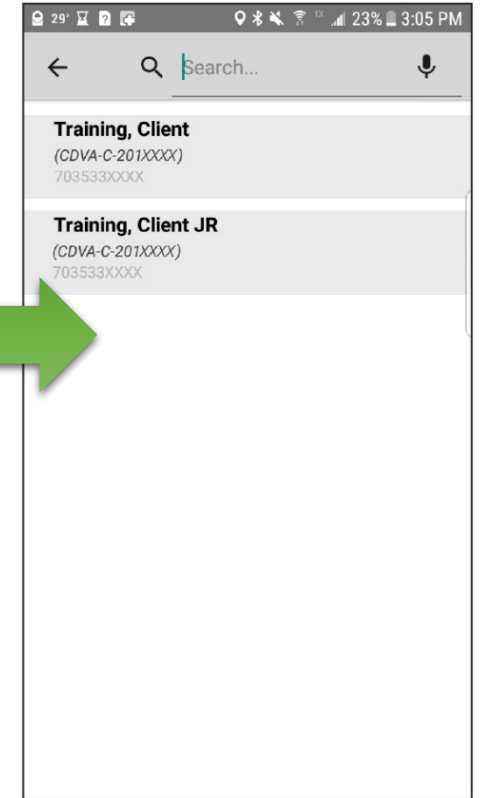
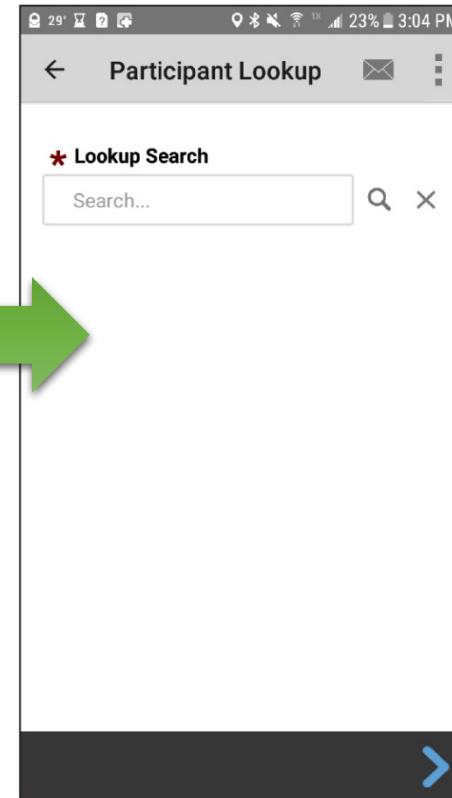
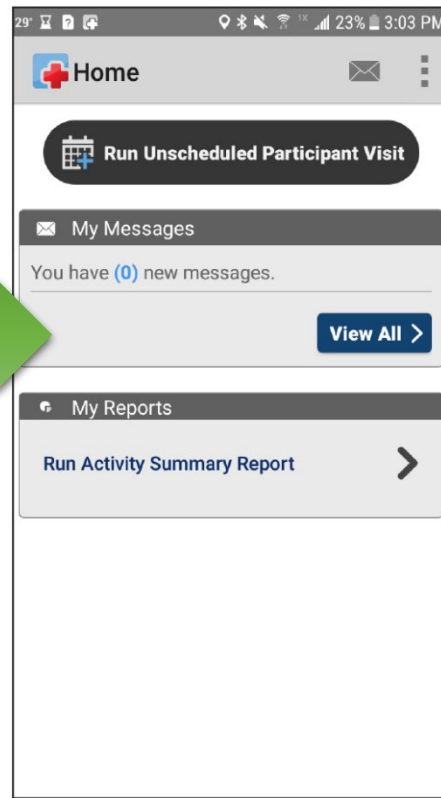
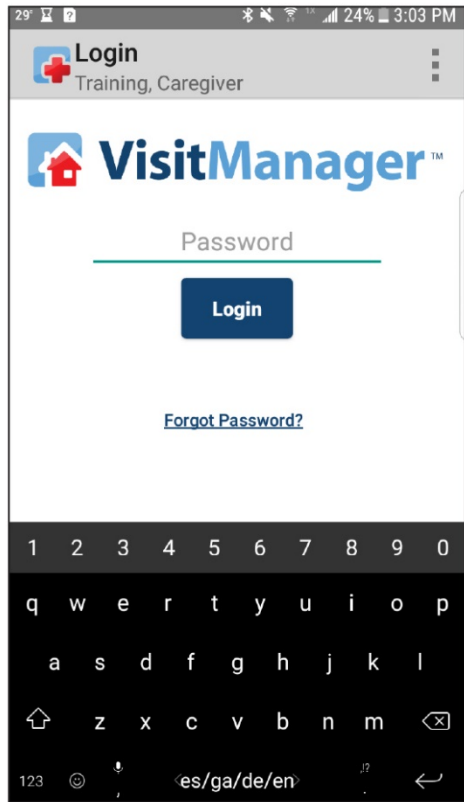
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Mobile App Submitting Time

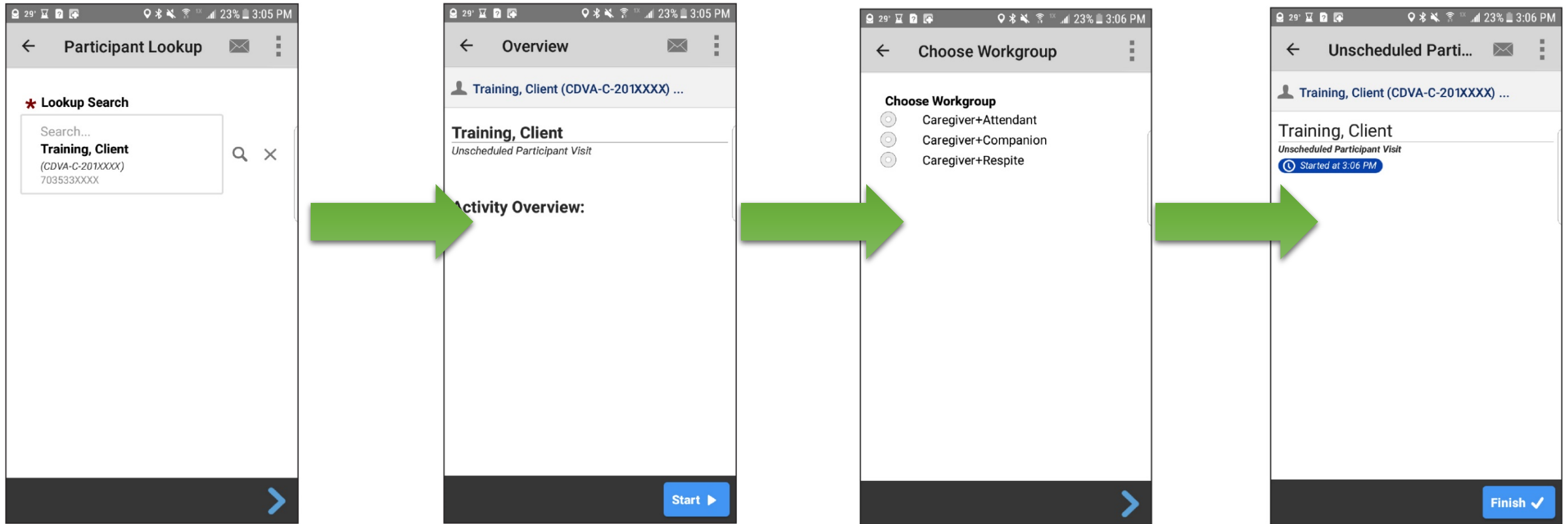
Location services
must be turned on at
the start and end
of a shift.



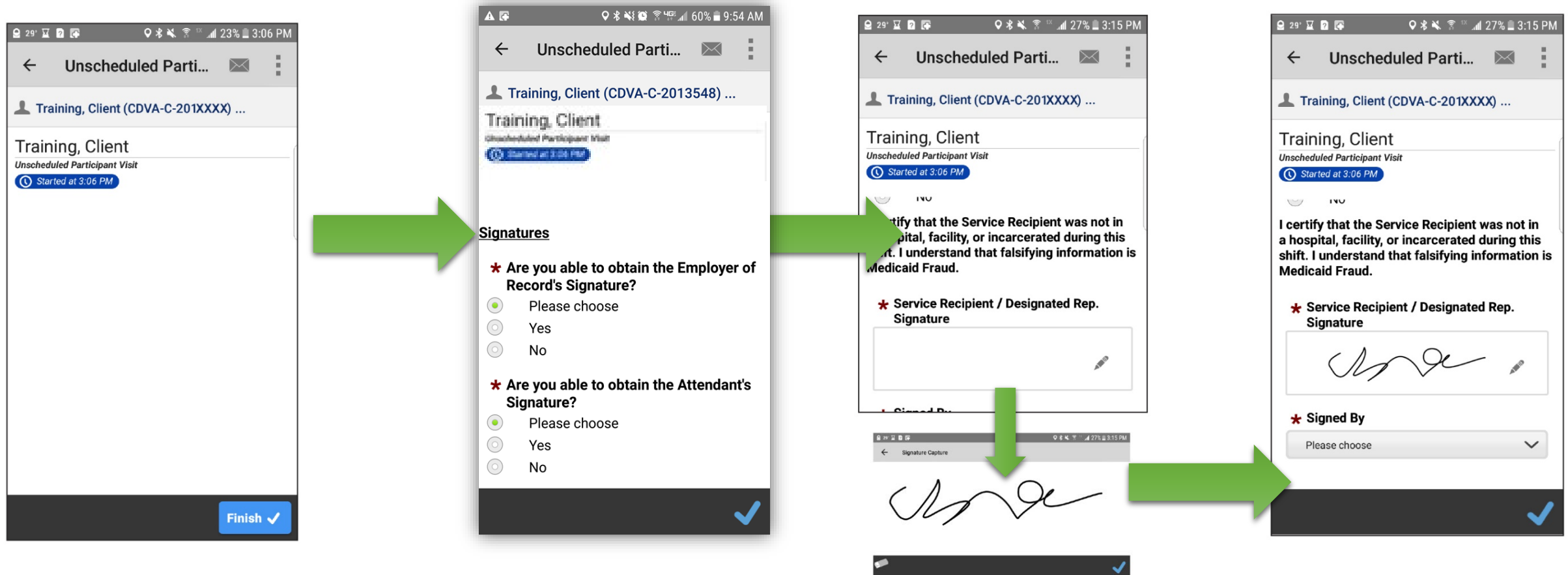
Starting a Shift on the Mobile App



Starting a Shift on the Mobile App cont.



Ending a Shift and Approving Time



Ending a Shift and Approving Time

← Unscheduled Parti... ✉

Training, Client JR (CDVA-C-2013550) ...

*** Signed By**

Employer of Record ▾

*** Printed Name of Signee**



Additional Information

*** Does this Activity Require Any Adjustments by the Office?**

☐ Please choose
☐ Yes
☒ No

*** Specify Adjustment Needed**

*** Specify Reason for Adjustment**



Training, Client (CDVA-C-201XXXX) ...

Training, Client

Unscheduled Participant Visit

🕒 Started at 3:06 PM

*** Signed By**

Direct Service Worker ▾

Additional Information

*** Does this Activity Require Any Adjustments by the Office?**

☐ Please choose
☐ Yes
☒ No

Visit Summary Notes

Notes can be entered here

✓

How does the EOR Approve Time Submitted from the Mobile App?

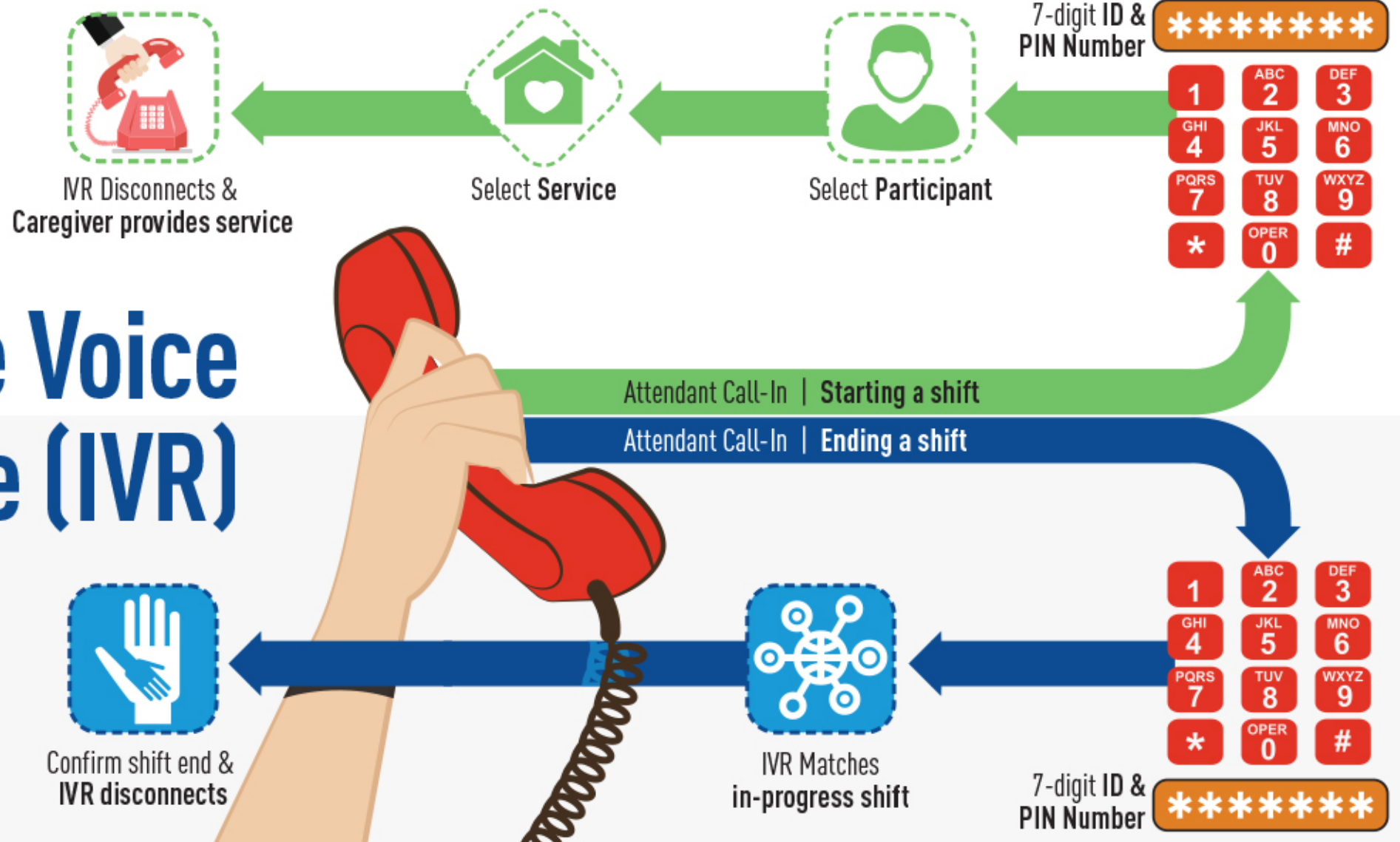
There are two approved options for the EOR to approve time:


- Mobile App
- Web Portal

CellTrak Interactive Voice Response (IVR)



Interactive Voice Response (IVR)





GETTING STARTED WITH

Interactive Voice Response

AN ELECTRONIC VISIT VERIFICATION SYSTEM

Interactive Voice Response (IVR) supports Attendant and Employer of Record (EOR) access to Consumer Direct Care Network (CDCN) transaction systems via landline telephone. The Participant will need to register their landline telephone with CDCN for the Attendant to use this option. A form will be available on the CDCN website to fill out to certify the landline telephone number. The EOR or Attendant will need to register their landline with CDCN for the Attendant to use this option.

You can view timesheets on the web portal within 15 minutes of submission via IVR.

System availability

- Automated voice response is available 24-hours per day
- Live support is available during CDCN customer service center operating hours: Monday-Friday, 8am-6pm EST

Attendant EVV/IVR Steps

Starting a shift

- Call the toll-free 800 number that will be provided in the IVR User Guide.
- Enter the Attendant 7-digit Consumer Direct Care Network ID.
- You will be prompted with a list of participants.
- Select the participant to be served.
- Select service type.
- Confirm shift start.
- Shift is started and the call is disconnected.

Ending a shift

- Call the 800 number that will be provided in the IVR User Guide.
- Enter the Attendant 7-digit Consumer Direct Care Network ID.
- Enter your CellTrak IVR Pin.
- System requests confirmation to end shift.
- Confirm shift end.
- Shift is ended and call is disconnected.

EOR EVV/IVR Steps

Approve or reject shifts through IVR

- Call the toll-free 800 number that will be provided in the IVR User Guide.
- Enter the Participant 7-digit ID. It can be found on the web portal.
- System transfers call to live support representative during operating hours.
- Representative validates identity of caller.
- Representative verifies submitted shifts with EOR.
- Representative approves or rejects shifts as directed by EOR.
- Representative will read an attestation statement to confirm shifts.
- Call is disconnected.

Approve or reject shifts through web portal

- Click on the **Sign In** button on the CDCN Portal.
- Enter the email address and password and click sign in again.
- Once logged in, you will be directed to a dashboard.
- Click on the **Time/Mileage Entry** button.
- Select which Attendant to approve time for.
- To approve one shift, click in a cell where time has been submitted. Review all information in the pane on the right side of the screen and if correct, click **Approve**.
- To approve one row, click in the box next to the Attendant's name in the row. Click the **Approve** button to finish.
- To approve the entire week click the checkbox in the top left corner of the grid, next to the word "Caregiver."
- Attest that your entry is true and accurate.

www.consumerdirectva.com | InfoCDCNV@consumerdirectva.com | Phone: 888.444.8182 | Fax: 877.747.7764
For additional information, please visit our training materials page at www.ConsumerDirectVA.com/training-materials

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How can the EOR Approve Time Submitted in the IVR?

- Web Portal
- Call-In



Payroll Calendar

- PPL will pay time received 9/25/19 and earlier
- CDCN will pay time received 9/26/19 and after



Two-week long pay periods are Thursday through Wednesday. Time must be submitted within 2 days of the pay period end date, by FRIDAY at MIDNIGHT. Late time or time with mistakes may result in late pay.

Two Week Pay Period		Time Sheet Due Date	Pay Date
Start Date	End Date		
Thursday	Wednesday	Friday	Friday
9/26/2019	10/9/2019	10/11/2019	10/18/2019
10/10/2019	10/23/2019	10/25/2019	11/1/2019
10/24/2019	11/6/2019	11/8/2019	11/15/2019
11/7/2019	11/20/2019	11/22/2019	11/29/2019
11/21/2019	12/4/2019	12/6/2019	12/13/2019



Paperwork



Employer Transition Packet



Attendant Transition Packet

Resources

www.ConsumerDirectVA.com

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FAQ

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Training Materials

Fraud Prevention

Careers

Community





Contact Information



Email: infoCDVA@consumerdirectcare.com



Website: www.ConsumerDirectVA.com



Phone: 888-444-8182



Action Items

- Complete Transition Paperwork
- Register on Mobile App, IVR & Web Portal
- Submit time with CDCN starting September 26th



VirginiaPremier. **CONSUMER DIRECT CARE NETWORK VIRGINIA**

Transition Checklist AND HELPFUL LINKS

Check Below **What do Employers need to do?**

- Attend a Consumer Direct Care Network (CDCN)/Virginia Premier in-person or webinar information session.
- Complete and submit an Employer Transition Packet before September 21, 2019.
- Ensure your Attendants complete their Attendant Transition Packet. The Employer must sign and return it before September 21, 2019.
- Review the Electronic Visit Verification (EVV) training materials on the CDCN website.
- Register for the web portal.
- Ensure your Attendants register for the CellTrak mobile app, NOT CellTrak 1.7.

Check Below **What do Attendants need to do?**

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- Review the EVV training materials on the CDCN website.
- Register for the web portal and the CellTrak mobile app, NOT CellTrak 1.7.

Check Below **How can Service Facilitators help?**

- Encourage Employers and Attendants to attend an in-person or webinar information session.
- Attend an information session.
- Become familiar with the CDCN website and resources.
- Assist with completing paperwork.

Helpful Links

- A) Frequently Asked Questions (FAQs)
www.consumerdirectva.com/faq
- B) CDCN EVV Training Materials
www.consumerdirectva.com/training-materials
- C) Virginia Premier Transition Specific Information
www.consumerdirectva.com/virginia-premier-information-sessions
- D) Virginia Premier Specific Forms
www.consumerdirectva.com/forms/virginia-premier-health-plan-forms

* The links above correspond to the website as shown below

Need Help or have questions? Contact your Service Facilitator.
Email us: InfoCDVA@consumerdirectcare.com | Call us: 888.444.8182

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Below

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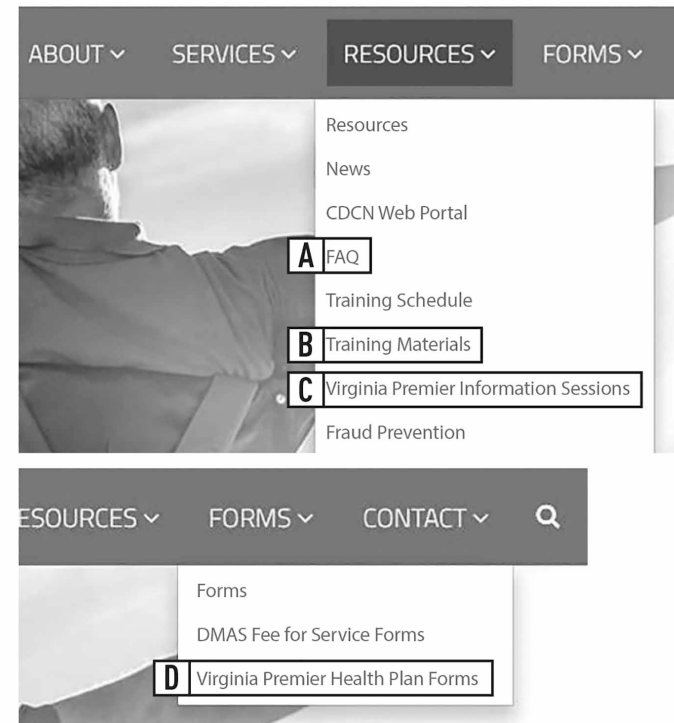
C) Virginia Premier Transition Specific Information

www.consumerdirectva.com/virginia-premier-information-sessions

D) Virginia Premier Specific Forms

www.consumerdirectva.com/forms/virginia-premier-health-plan-forms

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Forms

DMAS Fee for Service Forms

D Virginia Premier Health Plan Forms



EVERY LIFE. EVERY MOMENT. EVERY DAY.