



USING THE CDCN Payroll IVR

The CDNC Payroll IVR is a self-serve option. Employers can access hours submitted and respite amounts. Attendants can access pay amounts and hours submitted. CellTrak mobile application.

You will need your 7-digit Consumer Direct ID number and PIN. The default PIN is 1234. This is the same PIN you will use for the landline EVV option. You can change your PIN by emailing infoCDVA@consumerdirectcare.com or calling **888.444.8182**.

Attendant Steps

1. Call **888.444.8182**.
2. Press **1** for English or **2** for Spanish.
3. Choose who the participant receives service with:
press **2** for DMAS, **3** for Aetna, **4** for Sentara and **5** for Molina
4. Press **1** for Payments and Pay Amounts.
5. Press **1** that you are a caregiver.
6. Enter your 7-digit Consumer Direct ID number.
7. Enter your 4-digit PIN number (default is 1234).
8. Press **1** to hear pay amounts by pay date.
9. Press **2** to hear total hours submitted by pay date.
10. Press **0** at any time to speak with an agent.

Employer Steps

1. Call **888.444.8182**.
2. Press **1** for English or **2** for Spanish.
3. Choose who the participant receives service with:
press **2** for DMAS, **3** for Aetna, **4** for Sentara and **5** for Molina
4. Press **1** for Payments and Pay Amounts.
5. Press **1** that you are a participant.
6. Enter your the participants 7-digit Consumer Direct ID number.
7. Enter the 4-digit PIN number (default is 1234).
8. Press **1** to hear total hours submitted by pay date.
9. Press **2** to hear total Respite hours remaining.
10. Press **0** at any time to speak with an agent.