

## Introduction to Consumer Direct Care Network Virginia (CDCN)

Welcome to CDCN! CDCN provides financial management services for individuals, “Consumers”, enrolled in certain Medicaid programs. The Virginia Department of Medical Assistance Services (DMAS) has contracted with CDCN. We assist with hiring workers, paying workers, filing all paperwork with state and federal agencies, and budget oversight.

### Enrollment Process for Prospective Attendants

When a consumer has identified someone they want to hire, they will have the prospective attendant fill out an “Attendant Enrollment Packet”. The Attendant Enrollment Packet contains all the required forms to begin the employment process.

#### Filling out the Attendant Enrollment Packet:

Electronic Packet: An electronic version of the Attendant Enrollment Packet is available online.

Filling out the packet electronically allows for your packet to process quicker and with ease:

- The packet is already available for you to fill out. No waiting for a paper packet to come via snail mail; just simply visit the CDCN website: <https://www.consumerdirectva.com/forms/>
- Important demographics are recorded only once. After you fill out your demographic information it will be populated through to each form. This means you don’t have to fill out the same information form after form. It also ensures that forms are filled out accurately.
- The electronic packet will prompt you to fill out all required information. You cannot submit the packet unless all required fields have been filled out which reduces the chance of a packet being returned for corrections.
- Submitting your completed packet is as easy as clicking submit.

**Note:** The Child Protective Services Central Registry Release of Information form must be signed in ink and the original must be mailed to CDCN per Department of Social Services requirements. This form needs to be filled only if the Consumer is under the age of 18.

Paper Packet: CDCN does offer paper packets upon request. Please keep in mind that paper packets will take longer to process due to the following:

- Paper packets will be mailed to the individual. It will take a minimum of 3 business days for the individual to receive the paper packet.
- Paper packets result in a higher error percentage than electronic packets. Packets with errors will be mailed back to the individual for corrections.

Submitting the Attendant Enrollment Packet: Completed packets must be sent to CDCN. If using the electronic packet, the packet will prompt you to submit electronically once the packet has been completed. If using paper packets, please send back to CDCN via fax, email, or mail. CDCN will process the documents and submit background checks to the appropriate authorities. **The Child Protective Services Central Registry Release of Information form must be signed in ink and the original must be mailed to CDCN per Department of Social Services requirements.** Please see the CDCN contact information below.

Notification that the Attendant Enrollment Packet was Received and Approved: CDCN must review all submitted forms for accuracy. If a form is missing, or there is an error, CDCN will contact you for corrections.

### **Important Contact Information and CDCN Hours of Operation**

Customer service representative can be reached by phone Monday-Friday from 8:00 a.m. to 7:00 p.m. and Saturday from 9:00 a.m. to 1:00 p.m., excluding federal holidays.

#### **Mailing Address**

6802 Paragon Place, Suite 430  
Richmond, VA 23230

#### **Phone**

CDCN Customer Service Contact Center.....1-888-444-8182  
CDCN Fraud Hotline.....1-877-532-8530  
Medicaid Fraud Hotline.....1-800-371-0824  
Adult Protective Services Hotline.....1-888-832-3858  
Child Protective Services Hotline.....1-800-552-7096

#### **Fax**

Forms.....1-877-747-7764  
Timesheets.....1-877-861-4523

#### **Email**

Forms.....InfoCDVA@consumerdirectcare.com  
Timesheets.....CDVATimesheets@consumerdirectcare.com

#### **Web**

[www.ConsumerDirectVA.com](http://www.ConsumerDirectVA.com)

#### **Web Portal**

<https://DirectMyCare.com/>

### **An explanation of Consumer-Directed Services**

Consumer-directed services (CDS) is a form of service delivery in which the Medicaid Consumer, or their designee, is the Employer of the Attendants that provide care to the Consumer. Services are provided in the Consumer's home and community. What types of services are provided?

Companion Services: Assistance with housekeeping, shopping and community activities.

Personal Assistant Services: Assistance with Activities of Daily Living (ADL). These are every day activities such as dressing, bathing, toileting, eating and medication reminders.

**Respite:** Assisting a consumer when their unpaid primary caregiver cannot be present. This may be in the home or in the community. This service involves performing tasks that the unpaid caregiver would normally do.

There are many people and agencies involved in these CDS programs. Below are descriptions of involved entities and their roles and responsibilities.

### **Role of CDCN**

DMAS has contracted with CDCN to serve as a Fiscal Employer Agent for consumers. This allows the Consumer (or their designee) to be an employer and hire their own workers. As the Consumer's agent, we will:

- Provide all paperwork for the Consumer to hire workers.
- Perform background checks on prospective workers.
- Pay the Consumer's workers and file payroll taxes.
- Issue W-2 statements to the Consumer's workers each January.
- Provide budget monitoring tools and spending reports.

**Abuse, Neglect, and Exploitation:** CDCN representatives are mandatory reporters of suspected abuse, neglect and exploitation. This means if we are told of an incident of abuse, we must report it.

**Compliments, Complaints, and Grievances:** Your feedback is very important to us. If you have a complaint about the services you get from CDCN, please let us know. The earlier you talk about it the better, so things do not build up. A complaint may be made verbally or in writing using the Feedback Form found online at [www.ConsumerDirectVA.com/forms](http://www.ConsumerDirectVA.com/forms).

**Complaint and Grievance Procedure:** A grievance should be filed if you feel your rights have been violated or you disagree with a CDCN policy. These are viewed as more serious and are fully investigated by CDCN administrative staff.

CDCN will respond to all complaints and grievances in a reasonable and prompt manner and attempt to work with the Consumer/Employer to find a positive solution.

If you are not satisfied with the resolution, your next step is to talk to the State Director at CDCN. Once contacted, he or she will gather all the information about the issue and give you a call or meet with you. If still not satisfied, please ask to speak to the State Director's supervisor. They will review materials and discuss the issue with you.

If you feel that CDCN has not addressed the issue to your satisfaction, you may file a formal complaint with your service facilitator.

**Role of the Consumer**

The Consumer will receive assistance from the Attendant(s) that the Employer of Record hires. The Consumer must remain Medicaid eligible in order to receive services under this program.

**Role of the Attendant**

Also called “worker”, the Attendant is the person hired to provide care and support to the Consumer. There are three types of services that may be provided, as described above: Companionship, Personal Assistance, and Respite.

Attendants are responsible to:

- Provide services as described in the Attendant Attestation Form, and as directed by their employer.
- Document services performed and submit accurate time records.
- Keep all information regarding the Consumer confidential.

**Role of the Employer of Record**

The Employer of Record is the person who recruits and hires Attendants. The Employer of Record is the Consumer or their designee. If the Consumer is a minor, the Employer of Record is the Consumer’s parent or legal guardian. As your employer, they are responsible to:

- Assume the responsibilities of being an employer.
- Request an Attendant Enrollment Packet from CDCN for each worker they wish to hire.
- Review each Attendant’s employment forms for accuracy prior to submission to CDCN.
- Recruit, hire, train, manage and dismiss attendants.
- Set work schedules.
- Approve and submit time records.
- Submit time records only for approved services.
- Treat all attendants consistently and fairly.
- Keep required records and receipts.

The Employer may be the Consumer or their designee. The Employer can only represent one individual receiving consumer directed services at any given time unless the Consumers reside at the same physical address. The Employer cannot be the Attendant.

**Requirements to become an attendant in a CDS program**

The state of Virginia has set these minimum qualifications to be an attendant in CDS programs:

- Be at least 18 years old.
- Be able to perform tasks on the Consumer’s service plan.
- Have basic math, reading and writing skills.

It is the Employer's responsibility to review each applicant's qualifications. Additionally, each applicant must:

- Complete all new hire paperwork.
- Be eligible to work in the United States.
- Have a valid Social Security number.
- Submit to and pass background checks.

Individuals prohibited from being an attendant:

- The spouse of the Consumer.
- The parent or guardian of a Consumer who is minor.
- The Consumer's case manager, services facilitator or support coordinator.
- The person serving as the Employer of Record.

### Background Check Requirements

Criminal History Record Name Search. CDCN is required to perform background checks on all attendants. Attendants can be hired temporarily and work for up to 30 days pending background check results. This form is included in the Attendant Enrollment Packet. **Please fill out the form and have it notarized.** After we receive your enrollment documents, CDCN will send the completed form to the Virginia State Police. **CDCN will pay for the background check.** Results are sent to CDCN. The results will list if the Attendant has been convicted of a crime.

If a person has been convicted of certain crimes, known as "Barrier Crimes", they are prohibited from working in this program. CDCN will notify the Employer that the Attendant can no longer provide services under this program. If already hired, the Attendant must be terminated.

If a person has a criminal conviction that is not a barrier crime, they may still be able to work. The decision to hire is up to the Employer. If the Employer chooses to hire an attendant with a non-barrier criminal offense, the Employer assumes all risks of hiring that individual.

Virginia Child Abuse and Neglect Central Registry. The Virginia Department of Social Services (DSS), by law, maintains a listing of people identified as being a child abuser or neglector. If the Consumer receiving services is **less than 18 years old**, the Central Registry Release of Information Form must be completed.

The Release of Information form must be signed in ink. **The original form must be submitted to CDCN; DSS will not accept faxes or photocopies of the completed form.** CDCN will send the completed form to DSS. **CDCN will pay for the cost of the search.** Results are sent to CDCN. If the Applicant's name is found in the Registry, they cannot be hired. CDCN will notify the Employer of the failed results; if already hired, the Employer must terminate the Attendant immediately.

List of Excluded Individuals/Entities (LEIE). This is a listing of people prohibited from participating in federal health care programs. The LEIE is maintained by the U.S. Department of Health and Human Services, Office of Inspector General. Prohibition is typically because of prior convictions of fraud or abuse, but there can be other reasons. CDCN will check the online LEIE database upon initial hire, and monthly thereafter. If an attendant is on the LEIE list, the Attendant is prohibited from working in this program.

Barrier Crimes. Specific crimes identified by Virginia law that prohibit someone from working in a Medicaid program. The list of crimes varies by Medicaid waiver. For the Commonwealth Coordinated Care Plus (CCC Plus) and Early and Periodic Screening, Diagnosis and Treatment (EPSDT) waivers, barrier crimes are found in Virginia Code § 32.1-162.9. For Community Living (CL) and Family and Individual Supports (FIS) waivers, barrier crimes are found in Virginia Code § 37.2-416.

When reviewing an applicant's Criminal History Record Search results, CDCN will check against specific barring crimes that apply to the Consumer's Medicaid waiver.

### **Informing CDCN of Changes in Your Information**

If the information about you that CDCN has on file changes, such as address or phone number, you should notify CDCN as soon as possible. This ensures you receive your pay stub, W-2, or other correspondence timely. Three ways to notify CDCN include:

1. Update your "profile" in the CDCN secure web portal.
2. Call the Customer Service line at 1-888-444-8182
3. Submit a Contact Information Change Form. The form is available for download on the CDCN website. Please send via fax, email attachment or mail to CDCN.

### **Getting Paid**

CDCN will pay the Attendant on behalf of their Employer on a bi-weekly basis after processing correct time records that have been submitted on time. Payment is made every two weeks. Payment is issued through direct deposit to a bank account or Visa debit card. The Attendant selects their preferred pay option with the "Pay Selection Form" found in the Enrollment Packet. CDCN will deduct taxes, and if applicable, other withholdings such as "Patient Pay" or garnishments. Patient pay is described below. Payroll stubs, a summary of pay, are made available to the Attendant.



Payroll Calendar: The CDCN payroll calendar shows (1) payroll period, (2) when timesheets are due, and (3) pay dates. Time is due every other Friday. Pay days are also on Friday, one week following the Friday timesheet due date. Late time may result in late pay. Late pay will be paid on

the next pay day. A payroll calendar is provided to the Attendant and Employer with enrollment materials. The calendar is also available on the CDCN website.

Attendants have two options for submitting timesheets: web portal or mobile application.

Online time sheets through the CDCN secure web portal: CDCN strongly recommends the use of our online time sheets available through a secure website, DirectMyCare.com. Online time entry is easy to use and reduces errors. Through this process, the Attendant enters work shift information onto an electronic time sheet. At the end of the payroll cycle, the Employer will log into the system and approve the Attendant's time. Web portal online time sheet instructions are included with enrollment materials and available on the CDCN website.

Mobile Application: CDCN also offers a mobile application called CellTrak. CellTrak can be downloaded to your smart phone device. Time is entered daily as it is worked. Users will "clock in" on their phone once their shift has begun and will "clock out" once their shift has ended by using the "Activity" feature in the app. CellTrak instructions are included with enrollment materials and available on the CDCN website.

Paper timesheets may be used as circumstances permit. Errors found in paper time sheets will be sent back to the Employer to be corrected by the Employer and/or Attendant which may delay pay.

### **When are time records due?**

Time records are due to CDCN every other Friday by midnight. The payroll calendar shows when time records are due and when paycheck are issued.

### **What happens if I'm late getting my time record submitted?**

Late time records will result in late pay. Time records submitted after the deadline will be processed and payed on the next pay date.

### **What is Patient Pay?**

Some Consumers are responsible for paying a portion of the Attendant's wages. This is called "Patient Pay". In this situation, CDCN will deduct the Patient Pay amount from the Attendant's net pay. This is done on pay days in which the pay period includes the first day of the month. This is identified on the payroll calendar. The Employer is responsible to ensure the Consumer issues payment to the Attendant for the Patient Pay amount indicated on the pay stub. The Attendant's W-2 issued at year-end will show the Patient Pay amount as income.

## **Medicaid Fraud**

The money for services in the program comes from state and federal governments. Fraud or abuse of this Medicaid program is against the law. If a consumer, employer or attendant is suspected of Medicaid fraud or abuse, it must be reported to the State.

Examples of consumer, employer or attendant fraud and abuse of Medicaid funds are:

- Submitting more time than was actually worked.
- Accepting pay for time that was not worked.
- Stating that tasks or procedures were completed when they were not done.
- Changing another person's time record or paperwork.
- Forging an attendant's or consumer's signature.
- Turning in a false claim for time worked or tasks completed when these were not done and there was knowledge of it.
- Suggesting or helping a consumer get services or supplies that are not required.
- Not providing the quality of services for a consumer that is expected.

All cases of possible Medicaid fraud and program abuse should be reported immediately to the CDCN Fraud Hotline at 1-877-532-8530 and/or the Virginia Medicaid Fraud Hotline at 1-800-371-0824.

Please visit the fraud prevention section of the CDCN website for more information and additional ways of reporting possible Medicaid fraud.