

# I Have a Question!

When you have a question, who do you contact? The Consumer Directed Employer works with many partners. See the chart below to help you know who to contact.

## Clients

Topic	Reason for call	Who can help
<b>Questions</b>	<ul style="list-style-type: none"> <li>Electronic Visit Verification (EVV) mobile app help</li> <li>EVV alternatives</li> <li>CDWA web portal registration, login assistance or training</li> <li>Update address, phone number, or email</li> <li>Understanding time entered for services provided</li> <li>Verification of Employment (VOE)</li> <li>Hiring a new Individual Provider (IP)</li> <li>Background checks</li> <li>Overtime and Work Week Limits (WWL)</li> <li>Character, Competency &amp; Suitability (CC&amp;S)</li> <li>Client Responsibility (how it is paid)</li> <li>Assignment of IP hours</li> </ul>	<b>Consumer Direct Care Network Washington</b> <ul style="list-style-type: none"> <li>InfoCDWA@ConsumerDirectCare.com</li> <li>866.214.9899</li> <li>ConsumerDirectWA.com</li> <li>Visit <b>DirectMyCare.com</b> to update email address and adjust assignment of IP hours</li> </ul>
<b>Client Responsibility</b>	<ul style="list-style-type: none"> <li>How is Client Responsibility determined</li> </ul>	<b>Financial Worker</b> <ul style="list-style-type: none"> <li>Contact your DSHS Financial Worker</li> </ul>
<b>Authorization Questions</b>	<ul style="list-style-type: none"> <li>Understanding the CARE assessment process</li> <li>Authorized services and care plans</li> <li>Authorization errors</li> <li>Client functional and financial eligibility</li> </ul>	<b>Client's Case Manager</b> <ul style="list-style-type: none"> <li>Contact your AAA, DDA or HCS Case Manager</li> <li>Contact info is on the Client's Authorization letter</li> </ul>
<b>Find Individual Providers</b>	<ul style="list-style-type: none"> <li>Search for an IP or post your own job through Carina</li> </ul>	<b>Self-Service Job Matching</b> <ul style="list-style-type: none"> <li>Carina.org/HomeCare-Options</li> </ul>
	<ul style="list-style-type: none"> <li>CDWA can provide support to create a Carina user profile and connect with IPs</li> </ul>	<b>Consumer Direct Care Network Washington</b> <ul style="list-style-type: none"> <li>Email InfoCDWA@ConsumerDirectCare.com or Call 866.214.9899</li> </ul>

Do you have questions for CDWA? Email us at [InfoCDWA@ConsumerDirectCare.com](mailto:InfoCDWA@ConsumerDirectCare.com) or call us at 866.214.9899

Arabic العربية	866.215.6909	Cantonese 粵語	866.216.3065	Khmer អក្សរខ្មែរ	866.215.7610	Korean 한국어	866.215.6907
Lao ລາວ	866.215.8044	Mandarin 普通话	866.216.1752	Russian русский	866.215.4069	Somali Soomaali	866.215.5669
Spanish Español	866.215.0131	Tagalog Tagalog	866.215.3817	Ukrainian Українська	866.215.4674	Vietnamese tiếng Việt	866.215.2762

### Don't see your preferred language?

Email us at [InfoCDWA@ConsumerDirectCare.com](mailto:InfoCDWA@ConsumerDirectCare.com) or call CDWA at 866.214.9899 and a representative will connect you with a translator to improve your call experience. To communicate through TTY, call 877.398.7969.

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## Individual Providers (IP)

Topic	Reason for call	Who can help
<b>Questions</b>	<ul style="list-style-type: none"> <li>Electronic Visit Verification (EVV) mobile app help</li> <li>EVV substitutes</li> <li>CDWA web portal registration, login assistance or training</li> <li>Update address, phone number, or email</li> <li>Understanding time entered for services provided</li> <li>Verification of Employment (VOE)</li> <li>Background checks</li> <li>Request to void and reissue a payment</li> <li>Returned, lost or stolen checks</li> <li>Overpayments</li> <li>Direct deposit changes</li> <li>Overtime and Work Week Limits (WWL)</li> <li>Character, Competency &amp; Suitability (CC&amp;S)</li> <li>Other payment issues or questions</li> </ul>	<p><b>Consumer Direct Care Network Washington</b></p> <ul style="list-style-type: none"> <li>InfoCDWA@ConsumerDirectCare.com</li> <li>866.214.9899</li> <li>ConsumerDirectWA.com</li> <li>Visit <a href="http://DirectMyCare.com">DirectMyCare.com</a> to make changes to your contact information, direct deposit, withholding elections and more.</li> </ul>
<b>Payment Issues Before CDE</b>	<ul style="list-style-type: none"> <li>Request to void and reissue a payment</li> <li>Overpayments</li> <li>Returned, lost or stolen checks</li> </ul>	<ul style="list-style-type: none"> <li>IPOne 844.240.1526</li> <li>Call your Client's Case Manager</li> </ul>
<b>Client Change in Condition, Health or Safety</b>	<ul style="list-style-type: none"> <li>IP needs to report a change in Client's need, condition, or hospitalization</li> <li>IP concerned Client is being harmed</li> </ul>	<p><b>Client's Case Manager</b></p> <ul style="list-style-type: none"> <li>Report change in Client condition to Case Manager</li> </ul> <p><b>Adult Protective Services</b></p> <ul style="list-style-type: none"> <li>1.866.363.4276</li> </ul>
<b>Union Questions</b>	<ul style="list-style-type: none"> <li>Union dues or membership</li> <li>Questions about Union Contract</li> <li>All other questions about SEIU 775</li> </ul>	<p><b>SEIU 775</b></p> <ul style="list-style-type: none"> <li>Member Resource Center 866.371.3200</li> <li>MRC@SEIU775.org</li> </ul>
<b>Health, Training and Retirement Benefits Questions</b>	<ul style="list-style-type: none"> <li>Caregiver training and career advancement</li> <li>Healthcare coverage and other benefits</li> <li>Questions about health benefits payroll deductions</li> <li>Retirement questions</li> <li>Peer Mentors, for HCA certification and free skills tutoring help</li> </ul>	<p><b>SEIU 775 Benefits Group</b></p> <ul style="list-style-type: none"> <li>Member Resource Center 866.371.3200</li> <li>Press 1 for training, 3 for health and 4 for retirement</li> <li>For training only, <a href="mailto:mrc@myseiubenefits.org">mrc@myseiubenefits.org</a></li> <li>Peer Mentors - <a href="http://myseiu.be/peer-cdwa">myseiu.be/peer-cdwa</a></li> </ul>
<b>Certification</b>	<ul style="list-style-type: none"> <li>Caregiver certification</li> </ul>	<p><b>Washington Department of Health</b></p> <ul style="list-style-type: none"> <li>Home Care Aide Credentialing Specialist</li> <li>360.236.4700</li> </ul>
<b>Testing</b>	<ul style="list-style-type: none"> <li>Home Care Aide testing</li> <li>Getting started with a caregiver certification program</li> </ul>	<p><b>Prometric</b></p> <ul style="list-style-type: none"> <li>Prometric 800.324.4689 or WAHCA@Prometric.com</li> <li>Visit their website for more information: How to get started <a href="http://Prometric.com/Test-Takers/Search/WADOH">Prometric.com/Test-Takers/Search/WADOH</a></li> </ul>
<b>Can't Work a Shift</b>	<ul style="list-style-type: none"> <li>IP needs to change a schedule</li> <li>IP can't work due to illness</li> </ul>	<p><b>Client Contact</b></p> <ul style="list-style-type: none"> <li>IPs need to call their Client directly</li> </ul>
<b>Injury on the Job</b>	<ul style="list-style-type: none"> <li>IP injured while serving Client</li> </ul>	<p><b>Consumer Direct Care Network Washington</b></p> <ul style="list-style-type: none"> <li>Email <a href="mailto:InfoCDWA@ConsumerDirectCare.com">InfoCDWA@ConsumerDirectCare.com</a> or Call 877.532.8542</li> </ul>
<b>Harassment, Abuse, Discrimination</b>	<ul style="list-style-type: none"> <li>IP experiences harassment, abuse, discrimination, or other inappropriate behavior by their Client, or someone else in their Client's household, while performing caregiving for their Client</li> </ul>	<p><b>Consumer Direct Care Network Washington</b></p> <ul style="list-style-type: none"> <li>Email <a href="mailto:InfoCDWA@ConsumerDirectCare.com">InfoCDWA@ConsumerDirectCare.com</a> or Call 877.532.8542</li> </ul>
<b>Find more Clients and work</b>	<ul style="list-style-type: none"> <li>Find Clients through an easy to use job-matching website</li> <li>Apply to jobs that are posted and message with potential Clients directly</li> </ul>	<p><b>Carina:</b></p> <ul style="list-style-type: none"> <li><a href="http://Carina.org/ProvideCare">Carina.org/ProvideCare</a> to find more Clients</li> </ul>

Contact us today for more information about Consumer Direct Care Network Washington



866.214.9899



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