# LTC Manual Chapter: Working with the Consumer Directed Employer (CDE)

The purpose of this chapter is to describe the policy and procedure for working with the CDE, Consumer Direct of Washington.

#### Ask the Expert

If you have questions or need clarification about the content in this chapter, please contact:

Natalie Lehl Care Management Program Manager

[Natalie.Lehl@dshs.wa.gov](mailto:Natalie.Lehl@dshs.wa.gov)

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## Background

Consumer Direct Care Network Washington (CDWA) is the contracted the Consumer Directed Employer (CDE). CDWA serves as the administrative employer for all Individual Providers (IPs) of in-home personal care and respite services in Washington State and manages the credentialing, payroll, and other administrative employer responsibilities. Clients select, schedule, supervise, and dismiss Individual Providers as their managing employer. CDWA also manages Carina.

**Authorizing TO CDWA**

The CDE is considered the Medicaid provider for clients who receive personal care from an IP. When a client chooses to receive care from CDWA, the Case Manager (CM) will need to do the following:

* Add CDWA to the CARE plan and move the assessment to current. CMs should not wait until the IP is fully hired to move the assessment to current.
* Assign all tasks the IP(s) will complete to Consumer Direct Care Network Washington (CDCN) P1 ID 2148685-01.
* Open an authorization to CDCN using service **code: T1019,U6**.
  + Do not authorize to the CDE using service code T1019 [no modifier].
  + For new clients, the start date of the CDWA authorization will be no earlier than the same day as the client’s financial and functional eligibility start date.
* For initial service setup, complete electronic form DSHS 14-443 for HCS or DSHS 15-345 for DDA in Barcode Start date given should align with CDCN authorization start date.
* If no IP has been identified, direct the client or Authorized Representative to begin searching for an IP. If client is unable to use Carina, refer them to CDWA for additional assistance with this process.

* If an IP who is not already employed by CDWA has been identified by the client, the IP should be directed to CDWA’s website to submit their online application.
* CARE notifications from CDWA will let a CM know when an IP has been hired.
* HCS CMs need to confirm that IP services have started before file transfer. This can be done by contacting the client or CDWA for confirmation. There are no substitutions for direct contact.

**SENDING AND RECEIVING ASSESSMENT DOCUMENTS TO THE CDE:**

Client Assessment Details and Service Summary must be sent to CDWA via CARE. For this to occur, there must be an active authorization to the Consumer Direct Care Network (CDCN) using P1 ID 214868501 and CDCN must be identified on the Support screen as a paid provider. If staff try to send documents to CDWA prior to those two steps being completed, staff will receive an error message advising why the documents cannot be sent. Staff will use CARE to select which assessment documents will be sent to the CDE. Upon receipt, the CDE will electronically sign the Service Summary/PCSP and return it electronically to DMS (Barcode) where it will be stored in the client record requiring no action by the CM.

For DDA, staff can send documents to the CDE through the CARE Web application by triggering the Slide Out from the Assessment History table. The necessary fields will be enabled if the assessment is in Current status.

**CDE CARE notifications**

CARE functionality provides staff with important updates regarding client care with the CDE. CDWA has developed a Notification Matrix. The notifications are sent to the primary Case Manager assigned to the client’s case in CARE and are intended to provide staff advanced notice of changes that could impact client care, such as a client’s IP(s) losing eligibility to work or a client at risk of losing CDE services due to nonpayment of client responsibility. These notifications are provided to give Case Managers the information needed to address potential gaps in care for clients. Case Managers are NOT expected to address concerns with IPs or make efforts to get them back in compliance. Supervisors can view the notifications sent to their workers; the functionality of CDE notifications screen mirrors that of the existing ticklers screen.

**REFERING A CLIENT/CM/IP TO CDWA**

**Referring a Client:**

* Have the Client or their representative contact CDWA through their website at [http://www.consumerdirectwa.com](http://www.consumerdirectwa.com/) or using any of the following methods:
  + Email: [infoCDWA@ConsumerDirectCare.com](mailto:infoCDWA@ConsumerDirectCare.com)
  + Text: 877-532-8568
  + Call: 866-214-9899

**Referring a Case Manager:**

* Case Manager ONLY line 866-932-6468
* Email: [infoCDWA@ConsumerDirectCare.com](mailto:infoCDWA@ConsumerDirectCare.com) 
  + Please provide: Client name, ProviderOne ID, physical address, phone number, email, date of birth (DOB), preferred language, and gender.
  + Ensure outgoing emails areencrypted according to DDA, HCS, and AAA local policy.
  + For DDA, HCS, and AAAs within the DSHS firewall, include NO personal health information (PHI) in the subject line and be sure you include [DSHS Secure] in that same line to encrypt.

**Note:** CDWA confirmed the [infoCDWA@ConsumerDirectCare.com](mailto:infoCDWA@ConsumerDirectCare.com) email address can receive encrypted [Secure] emails.

**Referring an IP:**

* All new IPs should visit [http://www.consumerdirectwa.com](http://www.consumerdirectwa.com/) and click on the Careers tab.
* If an IP needs assistance, please refer them to:
  + Email: [infoCDWA@ConsumerDirectCare.com](mailto:infoCDWA@ConsumerDirectCare.com)
  + Text: 877-532-8568
  + Call: 866-214-9899

**New Client Authorization: New to CDWA, New to Medicaid Services**

This process applies to all clients being referred to CDE services who are **new to Medicaid** services or **new to CDE** services (includes combo Agency-based and CDE services), who want to hire an IP as part of their care plan. An IP match is **not** required for staff to issue an authorization and send the Client’s Assessment Details and Service Summary to CDWA in these situations.

* CM will create a CDWA authorization.
* CM will send the Assessment Details and Service Summary to CDWA using the “Send Documents to CDWA” menu option in CARE web.
* ***If the Client knows who they would like to hire as an IP, they will contact CDWA with the IP’s information (CM can assist the Client with notifying CDWA if the Client requests). CDWA’s Client Support Team will then verify if the IP is new to the hiring process or if they are an existing IP. The following should be used when e-mailing this information to CDWA:***
  + Send **Email to:** [InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com)
    - **Subject of email:** “CDWA new client / new to Medicaid services” *(CDWA applies email filters based on the subject and key words to direct the email internally to CDWA’s Client/IP Support Team)*
    - **Include in email if known, IP’s:** name, phone number, email, and mailing address.
* If an IP is **not** known, the CDWA Client/IP Support Team will use information from the client’s Assessment Details and Service Summary to post the job in Carina, if the client needs assistance.
* CM will email CDWA with the Client/Authorized Representative (AR) contact information if it is not noted in the client’s Assessment Details and/or Service Summary.
  + The CDWA Client/IP Support Team will attempt to identify potential IP matches and send the IP’s information to the Client/AR.. If CDWA is not able to contact the client to coordinate personal care, CDWA will notify the CM via email and the CM will be expected to notify the Client/AR of potential IP matches.
  + *CDWA is unable to guarantee an IP match will be made.* The CM is responsible for working with the Client/AR to explore alternative personal care options if a match cannot be made.
* The Client/AR will be responsible for interviewing the IP(s) until an acceptable match is found based on schedule, needs, etc.
  + The Client/AR will notify the CDWA Client/IP Support Team of their IP choice and keep the CM updated throughout the process.
* If more than one IP is chosen, CDWA will allocate hours per client’s direction as the managing employer; if client/AR input is not provided, IP hours will be divided equally among the IPs until client notifies CDWA otherwise.

## Client/IP matching process

An IP needs to be matched to a client in the CDWA system before the IP can complete the hiring process and provide services. New client/IP pairs need to be confirmed by the client, IP, or case manager before CDWA will match them in their system.

Case managers will notify CDWA of a client/IP match using the CDWA website - <https://www.consumerdirectwa.com/contact/>

* Under “Email Consumer Direct Care Network Washington”, case managers should fill in their Name, Email, and Phone
* Choose “Case Manager” from the Select your Role drop-down
* Choose “Client/IP Match” from the Contact Reason drop-down
* Enter the IP information in the Message box

This information should be sent to CDWA as soon as a client/IP match is known. Providing this information to CDWA will result in faster client/IP pairing.

If this information is not shared by the Case Manager, the CDWA Client/IP Support Team will reach out to the Client/Authorized Representative (AR) via phone to confirm the match. CDWA will determine the number of attempts that need to be made to contact the client, based on how quickly they can make the match. If CDWA is unable to contact the Client/AR, CDWA will call the potential IP, email the CM to confirm the match, and get services started.

## Emergent Care Needs Process

Sometimes a client has emergent care issues, such as:

* Left Hospital or SNF Against Medical Advice (AMA)
* APS Involvement
* Hospice
* Nursing or Wound Care involvement
* Other (with DSHS Supervisor approval)

When a client has emergent care issues and needs IP services urgently, the following steps should be taken:

* If the assessment has been completed, the CM will:
* Create a CDWA authorization.
* Send the Assessment Details and Service Summary to CDWA using the “Send Documents to CDWA” menu option in CARE Web.
* Email CDWA at [InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com), to include the following information:
  + - Subject of email: “CDWA urgent hire required” (CDWAapplies email filters based on the subject and key words to direct the email internally to CDWA’s Client/IPSupport Team)
  + If the IP is already a CDWA employee, include the following information in the email, if known
    - IP name
    - phone number
    - email
    - mailing address
  + If the IP is a new hire, send the IP to the “[Careers](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fconsumerdirectcare.com%2Fcareers%2F&data=05%7C01%7Csonya.declet%40dshs.wa.gov%7C6e27ef2a31964dcf8c9c08da459939d2%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C637898821654863125%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=XDPRZLeQHVYlE4RGNS5V8n5YBonUEkHzdrX7N9uUAIE%3D&reserved=0)” tab on the CDWA website to begin the hiring process, include the following information in the email, if known
    - IP name
    - phone number
    - email
    - mailing address
* Add the Client/AR contact information if it is not noted in the client’s Assessment Details and Service Summary.
* If the assessment has not been completed, the CM must:
* Email CDWA at [InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com), to include the following information:
  + - Subject of email: “CDWA urgent hire required” (CDWA applies email filters based on the subject and key words to direct the email internally to CDWA’s Client/IP Support Team)
  + Include basic information about the client in the email:
    - name
    - phone number
    - mailing address,
    - any information that will help CDWA create a Carina ad, i.e., client is on hospice and appears to need assistance in the following areas…
  + If IP has been identified and is already a CDWA employee, include the following information in the email, if known:
    - IP name
    - phone number
    - email
    - mailing address
  + If the IP is a new hire , send the IP to the “[Careers](https://gcc02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fconsumerdirectcare.com%2Fcareers%2F&data=05%7C01%7Csonya.declet%40dshs.wa.gov%7C6e27ef2a31964dcf8c9c08da459939d2%7C11d0e217264e400a8ba057dcc127d72d%7C0%7C0%7C637898821654863125%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=XDPRZLeQHVYlE4RGNS5V8n5YBonUEkHzdrX7N9uUAIE%3D&reserved=0)” tab on the CDWA website to begin the hiring process, include the following information in the email, if known:
    - IP name
    - phone number,
    - email
    - mailing address
* If the IP has not yet been identified, include the following basic client information in the email:
  + - name
    - phone number
    - mailing address
    - any additional information that will help CDWA create a job post in Carina, i.e. client is on hospice and needs assistance with the following ADLs…
* One the assessment is completed, the CM must:
  + Create a CDWA authorization
  + Send the AD and SS to CDWA using the "Send Documents to CDWA” menu option in CARE Web.

CDWA will:

* Follow their urgent hire protocol, which includes setting up basic client information in the system so a client/IP match can be made.
* Assist the IP with the hiring process if needed or help an existing IP who needs to be matched with the client in CDWA’s system.
* Post a Carina ad, if IP is not already identified, based on information from the AD/SS, if provided, or the email from the CM.
* Email the CM when the IP has completed any necessary hiring activities, including Orientation &Safety (O&S) training if applicable, and has been issued an “OK to Provide Care” date.

**Facility Discharge Pre-Authorization IP Referral to CDWA**

This only applies to clients who require an IP match prior to facility discharge or disenrollment from the TSOA or MAC programs.

* The CM will email the client’s AD and SS to CDWA. This serves as confirmation to CDWA that the client is eligible for CDE services. The following should also be included in this email:
  + **Send an Email to:** [InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com)
    - **Subject of email:** “CDWA’s new Client Pre-Authorization IP referral” *(CDWA will apply email filters based on the subject and key words to direct the email internally to CDWA’s Client/IP Referral Support Team).*
* CM will add the client/AR contact information if it is not noted in the client’s (AD) and (SS).
* The CDWA Client/IP Support Team will use the client’s AD and SS to post the job in Carina.
* The CDWA Client/IP Support Team will attempt to identify potential IP matches and send the IPs’ information to the Client/AR via phone. If CDWA is not able to contact the client by phone to coordinate personal care, CDWA will notify the CM via email and the CM will be expected to notify the Client/AR of potential IP matches.
  + *CDWA is unable to guarantee an IP match will be made. The CM is responsible for working with the client/AR to explore alternative personal care options if a match cannot be made.*
* Client/AR will be responsible for interviewing the IP(s) until an acceptable match if found based on client’s schedule, needs, etc.
* CM will notify the CDWA *Client/IP Support Team* of the client’s IP choice by e-mail.
* The CDWA Client/IP Support Team will assist the IP with the hiring process if needed or will help an existing IP who needs to be matched with the client in CDWA’s system.
* The CDWA Client/IP Support Team will email the CM when the IP has completed any necessary hiring activities, including O&S training if applicable, and has been issued an “OK to Provide Care” date.
  + *The first date the IP could potentially work is dependent on the client’s discharge date in coordination with the client/AR as the Managing Employer*
* CM will create the CDWA service authorization immediately following client’s discharge from the facility or TSOA/MAC program.
* CM will submit the client’s Assessment Details and Service Summary to CDWA using the “Send Documents to CDWA” menu option in CARE Web

CM will confirm that IP services have started either by contacting the client or CDWA for confirmation. Once confirmation has been received, the case may be transferred if applicable.

**PACE Enrolled Clients**

PACE organizations (PO) are responsible for providing and paying for the IP services for their PACE enrolled participants. PACE organizations contract with Accentcare, a subcontractor that does IP functions for them and works closely with CDWA.

**PACE Organization Responsibilities:**

The PACE organizations manage the following functions for PACE participants receiving IP services:

* Complete Authorizations in the ProviderOne System for IP services.
  + Authorizations with the user ID GutheBA in CARE are authorizations inputted in P1 by Beverly Guthery/Accentcare.
* Communication with the participant about the IP and the IP services they are receiving.
  + The PO works closely with the PACE participant to get an IP set up for them either via CDWA or a contracted home care agency.
* Perform home visits that include the IP and participant and observe their living situations.
* Send copy of the care plan summary to CDWA.
  + Accentcare uploads the care plan created by the PO into a PACE specific email address created by CDWA for this purpose.
* Assignment of IP hours and ongoing communication with CDWA about the IP hours.
* Communicate with HCS/AAA if care plan changes to include an IP when an IP was not previously assisting the client.

**HCS/AAA Staff Responsibilities**:

* Confirm assessment is set up for in-home services and a PACE In-Home RAC is added to CARE.
* Ensure that tasks are assigned to the appropriate provider type and if informal support is being provided that it will not be impacted by the addition of the IP.
* On the CARE Provider screen, add CDWA (P1# 214868501) as a provider in addition to PACE provider.
* On the CARE Support screen, assign CDWA to any task that the IP will be expected to complete.
* If updates to CARE occurred, resend the Assessment Detail and MCO Service Summary to PACE org.

Note for HCS/AAA Staff with a PACE client:

⦁HCS/AAA staff should not change the status of authorizations created by user ID GutheBA as it disrupts IPs payments and creates rework for Accentcare to get the authorization back in place.

⦁HCS/AAA are not involved in setting up an IP for a client who has enrolled in PACE.

⦁HCS/AAA do not need to send a care plan summary to CDWA via CARE.

**Ip mileage when a client transfers to an adult family home**

IPs can assist a client with moving into an Adult Family Home (AFH) and can claim mileage on the day that a client transitions. If the assessment for residential is moved to current prior to the transition, mileage is removed from the CARE plan.

When an assessment for residential is moved to current prior to the transition, CDWA can allow the IP to claim mileage.

The CM will take the following steps:

* Email the DSHS CDE mailbox ([CDE@dshs.wa.gov](mailto:CDE@dshs.wa.gov)) with the client’s name, the IP’s name, and the date that mileage needs to be paid. Include a note that the mileage is needed due to an AFH transition.
* The DSHS CDE team will notify CDWA.
* CDWA will work within their system to allow the IP to claim mileage.
* CDWA will notify the IP that the IP can claim mileage for that day.

**IP/client match concerns**

CMs are required to notify CDWA when there are concerns about the care being provided to the client. Specifically, as per RCW 74.39A(4)(a)(b), the CM must notify CDWA when:

* There is reason to believe an IP or prospective IP is not delivering or will not deliver the services identified in the plan of care; or
* The IP’s performance is jeopardizing the health, safety, or well-being of the client.

CDWA will take appropriate action, including completing a new CC&S review as needed.

## Notifying CDWA of changes to hour allocation

CMs will use the authorization to communicate how many hours a client may allocate to their IP(s). CDWA receives this as updated information on a nightly batch and internally adjusts the available hours. CDWA has a portal for clients and IPs to use called Direct My Care. Clients can allocate hours in the portal. IPs who live with the clients can claim their time in the portal. CDWA will use the following logic for allocation:

* For a 1:1 (one IP, one client), the entire authorization is allocated to the IP (up to the Work Week Limit (WWL) of the IP).
* A 1:1 allocation does not need to be confirmed in the portal. However, if the client wants to allocate less than the full number of hours, they can call CDWA, make the change in the portal, or have their CM contact CDWA.
* .
* For a 2+:1 (more than one IP, one client), CDWA will attempt to confirm allocations with the client. If unable, they will prorate/split the hours evenly. This is not preferred, because if the allocation is not sufficient, it may cause care to be interrupted until allocation is confirmed.
* CDWA cannot “schedule” hours and cannot shift hours without the directions of the client/AR or CM on behalf of the client. Allocation of hours when there are multiple IPs requires active engagement by the client/AR.

**Working with Carina through CDWA**

CDWA can assist a client who needs help creating a job posting in Carina to find a provider Carina posts are active for 60 days. If a provider is not found during the 60 days, CDWA will attempt to contact the client/AR to confirm that an IP is still needed. If so, CDWA will re-post the job in Carina. If CDWA is unable to reach the client/AR, they may contact the CM for assistance or information.

**Utilizing CCG services in conjunction with CDWA**

Due to contract and policy rules, the role of a Community Choice Guide (CCG) is limited in terms of the type of assistance that may be provided in the IP hiring process. A CCG may assist a client in the following ways:

* Contacting CDWA when a specific IP is requested by the client. The CCG may call or email CDWA on the client’s behalf and can include their (the CCG’s) contact information.
* A CM may include the CCG’s contact information in the care plan as a contact for the results of a Carina job posting. This would give CDWA another point of contact instead of reaching out to the CM when a match list has been generated.
* Setting up interviews with potential providers to determine if the match is acceptable according to the client’s preferences.
* Assisting the client during the interview.
* Notifying CDWA that an IP has been selected.

**communication when CDWA cannot fill authorized hours**

If authorized hours are not being utilized, CDWA will have a conversation with the client about any ongoing need for assistance to locate and hire another IP.

**HOW do I know if an ip is ready to work?**

Case Managers will receive an “OK to provide care” notification in CARE on the CDE Notifications screen. This notification will be sent when an IP is newly hired or there is a new match between a client and an existing IP.

**WHAT IF CDWA CANNOT OPEN MY ENCRYPTED EMAIL?**

If there is an issue with accessing secure emails to the [InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com) address, CDWA staff will reach out directly to the CM and request that the CM email the CDWA staff directly at their CDWA email address. This allows CDWA staff to obtain a password and open the email.

**WHAT IF A CLIENT IS HOSPITALIZED?**

Contact CDWA to determine the number of hours the IP worked from the first of the current month to the date of the client’s admission to the hospital. End date the authorization based on current policy.

**HOW DO I reach THE assigned Service Coordinator (ASC) FoR a client or associated IP:**

Call the main number, 866-214-9899. Select Option 2 and enter the Client or IP’s ProviderOne ID. The system will route you directly to the client’s ASC if they are available at the time of your call. If the ASC is unavailable, you can leave a voicemail and the ASC will call you back as soon as possible.

**WHEN SHOULD I Call THE CDWA CASE MANAGER LINE?**

You can contact CDWA on the dedicated CM line (866-932-6468) for escalations of issues or questions. This is a non-published number *for CMs only* and not for distribution to the public. It should not be used to inquire about new client and IP matches.

**HOW IS MILEAGE ASSIGNED TO CDWA?**

The CDE is “assigned” mileage by a status coding of ‘unmet’ or ‘partially met’ on the Medical Transportation and/or Essential Shopping screens within the assessment. If CDWA contacts staff requesting an authorization for mileage, check the Pending/Current assessment to make sure the assessment reflects this need.

**What if aN ASC orCDWA repResentative Cannot see tasks for your client?**

Review the Supports screen to ensure tasks have been appropriately assigned to CDCN as a paid provider. If not, correct and re-submit AD/SS to CDWA. If tasks are assigned correctly, tell the Service Coordinator to refer the issue to their “data management team” at CDWA.

**How** **do I escalate unresolved issues?**

Most issues and complaints can only be addressed and answered by CDWA.

If HCS or AAA staff receive a complaint or have questions regarding a specific IP hiring issue the following actions should be taken:

1. Field staff should refer IPs to CDWA ([InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com) or 866-214-9899) for assistance or to file a formal complaint.
2. If field staff have an issue, they should contact CDWA on the Case Manager phone line or email at [InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com).
3. If field staff are having trouble getting their questions answered they should reach out to their regional CDWA contact. A [CDWA contact list](https://intra.altsa.dshs.wa.gov/hcs/documents/CDE/CDWA%20CM%20Contacts.xlsx) is available on the ALTSA Intranet site.
4. If field staff have already sent it to the regional CDWA contact and have not gotten resolution, then they should send the issue to the State Director of Customer Experience at [JosephH@consumerdirectcare.com](mailto:JosephH@consumerdirectcare.com) and provide all the necessary background information including lack of response from previous attempts.
5. If the issue is still not addressed, contact the CDE Team at [cde@dshs.wa.gov](mailto:cde@dshs.wa.gov).

If DDA staff receive a complaint or have questions regarding a specific IP issue the following actions shall be taken:

1. Field staff should ask IPs to contact CDWA either by phone, email, or text. Refer them to CDWA ([InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com) or 866-214-9899) to get assistance or file a formal complaint.
2. If it’s a payment issue that we would have previously addressed through our Payment Specialist in the old system, we will still address through our regional Payment Specialists.
3. For other issues, field staff should contact CDWA at 866-214-9899 (enter the client’s P1 ID to be directed to the Service Coordinator) or email at [InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com).
4. If no resolution or issues remain confused, CRM notifies Supervisor.
5. Supervisor will reach out to their regional CDWA Program Manager. A [CDWA contact list](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fintra.altsa.dshs.wa.gov%2Fhcs%2Fdocuments%2FCDE%2FCDWA%2520CM%2520Contacts.xlsx&wdOrigin=BROWSELINK) is available on the ALTSA Intranet site.
6. If no resolution or issues remain confused, Sup notifies FSA (or designee)
7. FSA (or designee) will reach out to the CDWA State Director;
8. If no response w/in 2 business days (or sooner if more urgent), FSA (or designee) escalates to the State Director of Customer Experience at [JosephH@consumerdirectcare.com](mailto:JosephH@consumerdirectcare.com) and provide all the necessary background information including lack of response from previous attempts.
9. If still unresolved, FSA (or designee) will contact the CDE Team at [cde@dshs.wa.gov](mailto:cde@dshs.wa.gov).

\*If the issue involves questions about DDA/ALTSA processes, FSA (or designee) will contact the CDE Team at [cde@dshs.wa.gov](mailto:cde@dshs.wa.gov)

## client Responsibility

**Client Responsibility**

Clients will pay any applicable client responsibility (participation) directly to CDWA, not to their IP. Clients will receive a monthly service statement from CDWA informing them of their client responsibility amount owed for that month. If clients don’t pay their client responsibility, they will receive a 30-day termination letter warning them that their services provided by CDWA will be terminated unless the past due balance is paid within 30 days. CMs will receive notification in CARE when a client is at risk of losing their CDE services due to non-payment.

**Unpaid Client Responsibility Process**

Clients may be terminated from CDE services if their responsibility is not paid. Clients are notified via mail and telephone prior to CDE services being terminated. IPs are notified via email and text messages. Notifications are issued 30 days, 15 days, 10 days, 5 days, and 1 day prior to service termination.

CMs will be notified, via the CARE CDE Notifications, when a client’s CDWA services are at risk of termination.

CMs receive a notification via CARE at 30 days, 15 days, 10 days, and 1 day prior to the date of termination. During this time, CMs must work with clients to discuss alternative service options if all outstanding client responsibility is not paid in full. Prior to the 1-day notification, CMs should have a backup plan in place with the client. At no later than the 1-day notification, the CM will:

1. Reach out to the client and confirm that services through CDWA are terminated effective the date on the notification.

a. In this situation the client is still eligible for personal care services from another provider; do not send a PAN.)

1. End date the CDWA authorization using the date identified on the notification.

Once the client meets their client responsibility payment requirements, CDWA will reactivate the client’s account in their system, and will notify the CM that the client responsibility account is paid.

The CM will use this information to open a new CDWA authorization with the start date being the date identified in the notification.

If the client pays participation before the end date identified on the notification and there is no break in service, the CM will not adjust the authorization.

**Working with APS**

APS information is confidential under RCW 74.34.095. This includes some communications with the CDE. APS will notify the CDE of a Substantiated finding (a finding to represent the action/inaction did impact the health, safety, or well-being of the client, or the plan of care was not delivered). An Unsubstantiated or inconclusive finding means the IP’s action/inaction did not jeopardize or cannot be confirmed that the client’s health, safety, or well-being was jeopardized. APS does **not** provide a notification to the CDE of every allegation against an IP. APS will communicate concerns to the **Case Manager.** The CM must share information that is relevant to the care planning with CDWA, but significant caution should be used on whether the investigation itself is relevant for care planning with CDWA.

It is appropriate for the CM to contact CDWA regarding concerns about the care plan, the client’s safety, or other concerns, but the APS investigation should not be the sole concern.

## Medicaid fraud referrals

CDWA will report allegations of fraud to the Fraud In-Box at [HCBSProviderFraud@dshs.wa.gov](mailto:HCBSProviderFraud@dshs.wa.gov).

DSHS HQ staff will:

1. Review the allegation.
2. Determine if good cause should be granted based on feedback from CDWA and local office staff or if payment suspension is necessary.
3. Notify CDWA of the decision via email to [CDWACompliance@consumerdirectcare.com](mailto:CDWACompliance@consumerdirectcare.com).
4. Make the referral to the Medicaid Fraud Complaint Unit and provide updates as appropriate.

CDWA will send notice to the employee within 5 days of the payment suspension.

**ADMINSTRATIVE FUNCTIONS**

**Character Competence and Suitability (CC&S)**

The CDE is responsible for completing the CC&S when needed. They may contact the CM to provide input. CMs may also reach out to the CDE to provide additional information or report concerns about a client/IP match.

**IP-Related PANs/Administrative Hearings**

CMs staff no longer issue IP specific Planned Action Notices (PANs), nor do clients or IPs have hearing rights related to IP employment decisions as of full implementation of the CDE. Clients may use CDWA’s dispute resolution process and IPs may use CDWA’s grievance and dispute resolution process to exercise due process.

**Mileage and Training Authorizations**

Mileage and training costs are included in the CDE rate. CM no longer create separate authorization lines for mileage or IP training seat time.

IPs claim mileage through CDWA’s DirectMyCare portal, the Interactive Voice Response (IVR) system, or by calling CDWA. CDWA will be made aware of a client’s eligibility for mileage through the assessment. IPs will need to provide verification of driver’s license and insurance to CDWA in order to be eligible for mileage reimbursement.

**Travel Time:**   
Requests for IP travel time may be submitted by the client or IP Directly to CDWA. CDWA will approve or deny all requests for IP travel time.

**IP Overtime/Work Week Limits (WWL)**

Washington State statute limits the number of hours the Consumer Direct Employer (CDE) may pay any single provider in a work week ([RCW 74.39A.525](https://app.leg.wa.gov/RCW/default.aspx?cite=74.39A.525)).

A work week limit (WWL) is defined as the total number of service hours an IP can provide in a work week. Service hours are defined as the time IPs are paid by the CDE to provide personal care, relief care, skills acquisition training, or respite services under Medicaid state plan and 1915(c) waiver programs, Roads to Community Living (RCL), the Veterans Directed Home Services (VDHS) program and programs funded solely by the state. The WWL and service hours do not include hours paid for required training, approved travel time, administrative time, or paid time off. All hours worked over 40 hours (including required training and approved travel time) will be paid as overtime.

Every IP is assigned a permanent WWL. The majority of IPs have a permanent WWL of 40 hours. A relatively small number of IPs who worked in January of 2016 have a permanent WWL that is more than 40. An IP’s permanent WWL is greater than 40 hours if the average number of weekly service hours worked in January of 2016 was greater than 40. Permanent WWLs over 40 hours range individually from 40.25 to 65 hours per week.

The CDE tracks and manages the WWLs of all IPs.

The client or their representative should contact the CDE if the IP needs their WWL temporarily increased. The CDE will follow the statutory guidelines to make a determination about temporary WWL increases. The CDE may contact the Case Manager to obtain additional information to make their decision.

**IP Employment Verifications**

CDWA uses The Work Number services from Equifax to help provide automated income and employment verifications.

Those wishing to verify an IP’s employment with CDWA can visit: [www.theworknumber.com/verifiers](http://www.theworknumber.com/verifiers) or, call The Work Number Client Service Center at 1-800-367-5690. The CDWA employer code is 29876.

**CDWA’s Electronic Visit Verification (EVV) Application**

IPs who do not live with the client they serve will utilize CDWA’s EVV application, CareAttend. IPs will also have the option to use CDWA’s IVR system, or fob to claim time if they don’t live with their client. A fob is a small device that is kept in the Client’s home that displays a code at the start and end of their shift. IPs would use the code as part of the clock in/clock out process. CDWA will provide training to IPs on how to submit time.

**Nurse Delegation**

The CM will open an authorization to Registered Nurse Delegator (RND) and send them the Nurse Delegation referral form. If the RND approves nurse delegation with an IP, the CM will notify CDWA. CDWA will verify the IP’s credentials/training and will notify the RND if all requirements are satisfied. If IP lacks training, CDWA will initiate the training process and notify the RND once the IP is fully trained.

Please refer to [LTC Manual Chapter 13](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.dshs.wa.gov%2Fsites%2Fdefault%2Ffiles%2FALTSA%2Fhcs%2Fdocuments%2FLTCManual%2FChapter%252013.doc&wdOrigin=BROWSELINK) for further guidance on when and how to make ND referrals.

**Public Disclosure**

Staff receiving a public records request for records relating to an IP should forward the request to: HCSPublicRecords@dshs.wa.gov.

The Public Records Coordinator (PRC) will review the request to determine what records are being requested, and who the owner of record is for the date range of the records requested.

* DSHS is the owner of IP records prior to the IP’s first day of employment with the CDE.
* CDE is the owner of IP records that were created on or after their first day of employment with the CDE.

If the PRC determines the owner of record is the CDE, the requester will be referred to the CDWA: jeffh@consumerdirectcare.com. DSHS, will process records owned, maintained, or used by DSHS as usual.

In April 2022, the transition of IPs to the CDE was concluded. The transition took place in phases and at the beginning of each phase, the PRCs received communication from the lead PRCs indicating which IPs were employed by the CDE and no longer contracted with DSHS.

**Collective Bargaining**

The CDE will negotiate with the collective bargaining agent. A Rate Setting Board (RSB) has been established. Starting in 2022, this board will determine the labor and administrative rates that will be proposed to the legislature.

**CDWA E-mail Correspondence**

|  |  |  |
| --- | --- | --- |
| Email Address | Subject Line | Reason |
| [InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com) | “CDWA new client / new to Medicaid services” | Used when the client is new to IP services or new to Medicaid.  CDWA email system will filter email to the Client/IP Referral Support team |
| [InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com) | “CDWA’s new Client Pre-Authorization IP referral” | Used when a client is leaving a facility or MAC/TSOA program and the hiring process needs to start prior to discharge.  CDWA email system will filter email to the Client/IP Referral Support team |
| [InfoCDWA@consumerdirectcare.com](mailto:InfoCDWA@consumerdirectcare.com) | “CDWA urgent hire required” | Used when a client has an emergent care need, such as   1. Left Hospital or SNF Against Medical Advice (AMA) 2. APS Involvement 3. Hospice 4. Nursing or Wound Care involvement 5. Other (with Supervisor approval)   CDWA email system will filter email to the Client/IP Referral Support team |
| [CDWABackgroundCheck@consumerdirectcare.com](mailto:CDWABackgroundCheck@consumerdirectcare.com) | N/A | Used related to IP background checks |