

# CDE Presentation DDA Summit

The Consumer Directed Employer  
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## What is the CDE?

The Consumer Directed Employer (CDE) project will transfer the administrative functions and responsibilities of Individual Provider (IP) management from DSHS and AAA case management staff to the Consumer Directed Employer.

# Vision

## *More Time and Efficiency*

- Case management staff will have more time to work with Consumers to support activities that maintain their health and well-being
- Consumers will have more time from case managers
- IPs will work with a single entity for payroll, tax reporting, credentialing and other concerns

# Legislative Requirements

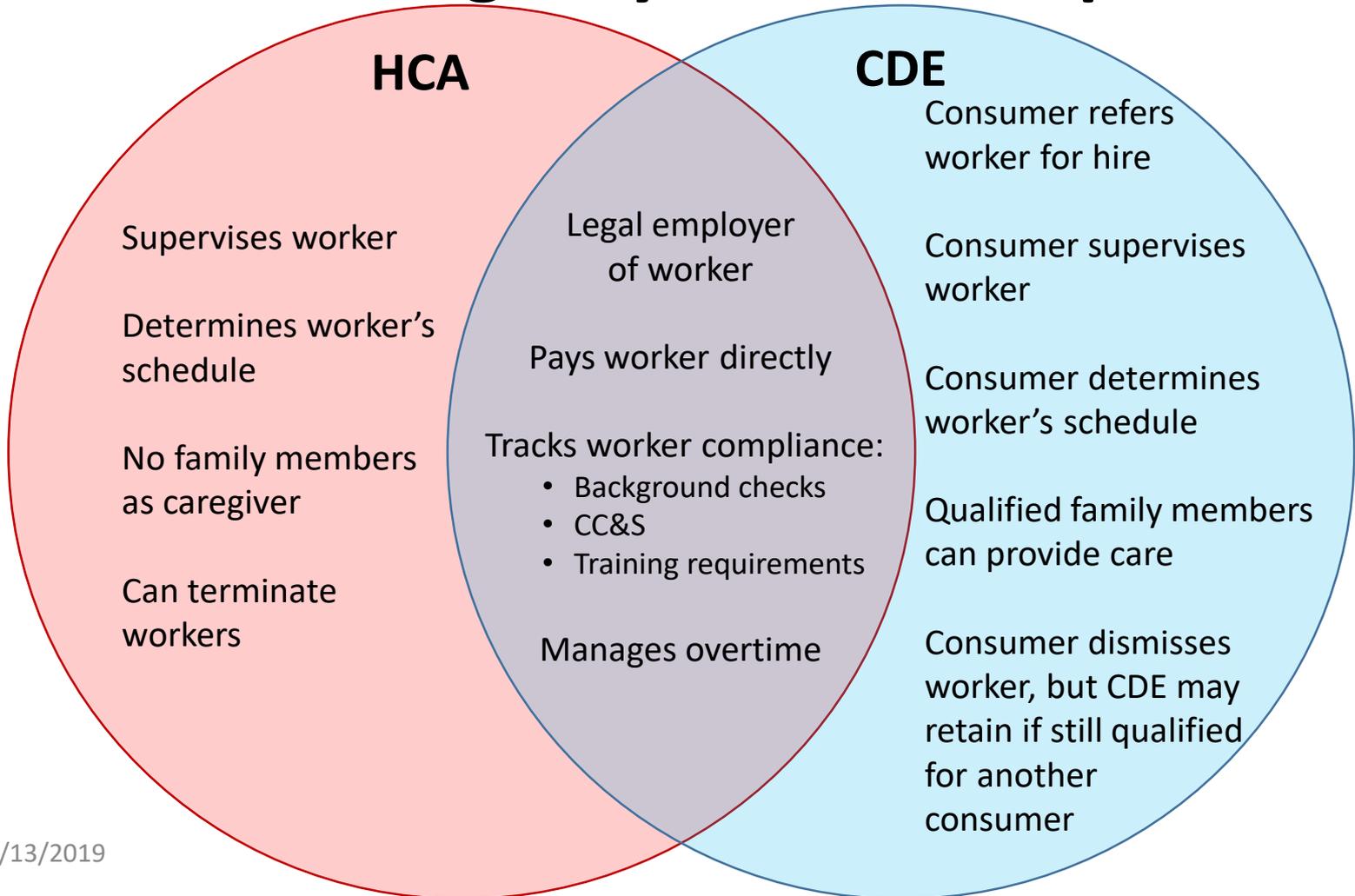
## Consumer and Workforce Support

*“A strong commitment to Consumer of choice, self-direction, and maximizing Consumer autonomy and control over daily decisions.”*

*“Recruiting and retaining a high quality and diverse workforce and working with a coalition of stakeholders in an effort to understand the changing needs of the workforce and Consumer needs and preferences.”*

*“Engage and work closely with Consumers to design, implement, and on-going operations through an advisory board, focus group, or other methods as approved by the department.”*

# Home Care Agency & CDE Comparisons



## Case Management Responsibilities

- ✓ Assessment service/plan monitoring
- ✓ Termination planning
- ✓ Mandatory reporting including suicidal ideation
- ✓ Consumer advocacy & assistance
- ✓ Referrals & access resources
- ✓ Family support
- ✓ Crisis intervention

## Consumer Directed Employer Responsibilities

- ✓ Hiring qualified IPs referred by consumers
- ✓ Recruiting additional IPs
- ✓ Payment system
- ✓ IP compliance
- ✓ Implementing EVV system for IPs
- ✓ Managing IP workweek limits

# What's Not Changing

**Following are some of things that will remain the same for IPs:**

- Consumers determine what services on the plan of care are performed and when
- Work week limits
- CARE assessments
- Case manager assesses benefit level and authorizes services
- Training and DOH credentialing
- Background check requirements

# What is Changing

- Individual providers will be employees of the CDE (no more contracting with DSHS)
- Authorizations will be to the CDE (employer) not to the IP
- Consumers will work with the CDE and IP on schedule changes

# What is Changing

- No more Administrative Hearings on choice of provider when consumer's chosen IP is not hired by the CDE; there will be a complaint resolution process in place with the CDE
- Every other week paydays
- Providers will use Electronic Visit Verification (EVV) for logging time worked (**no more timesheets**)

# Electronic Visit Verification (EVV)

- EVV is a Federal Requirement
- IPs will use EVV when the CDE is implemented
- IPs will clock in and out to record time worked

## EVV – What if...?

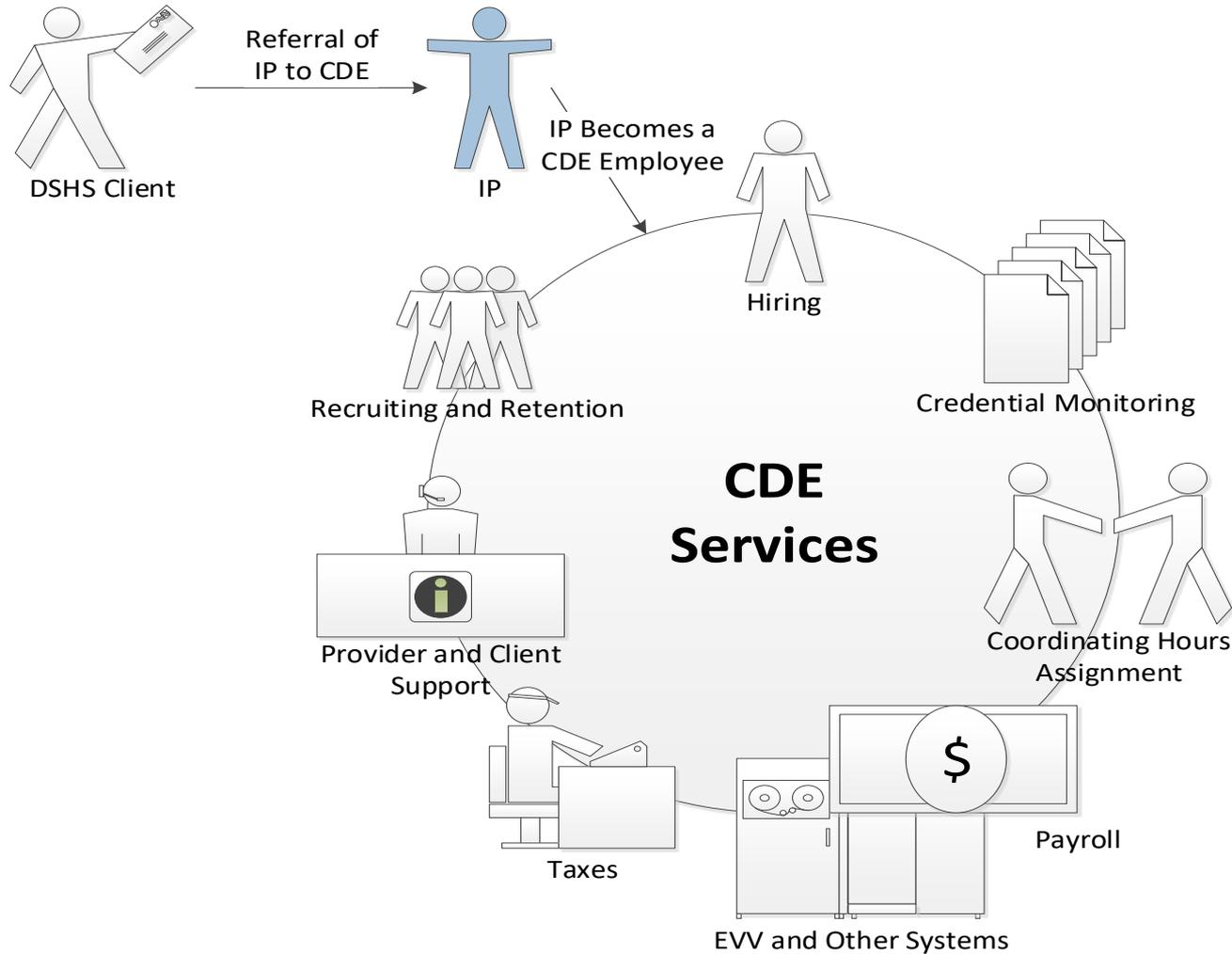
What if I don't have a cell phone or internet access?

- The CDE will provide multiple options for sending EVV data for IPs without cell phones or in areas without service

What if I forget to clock in or clock out?

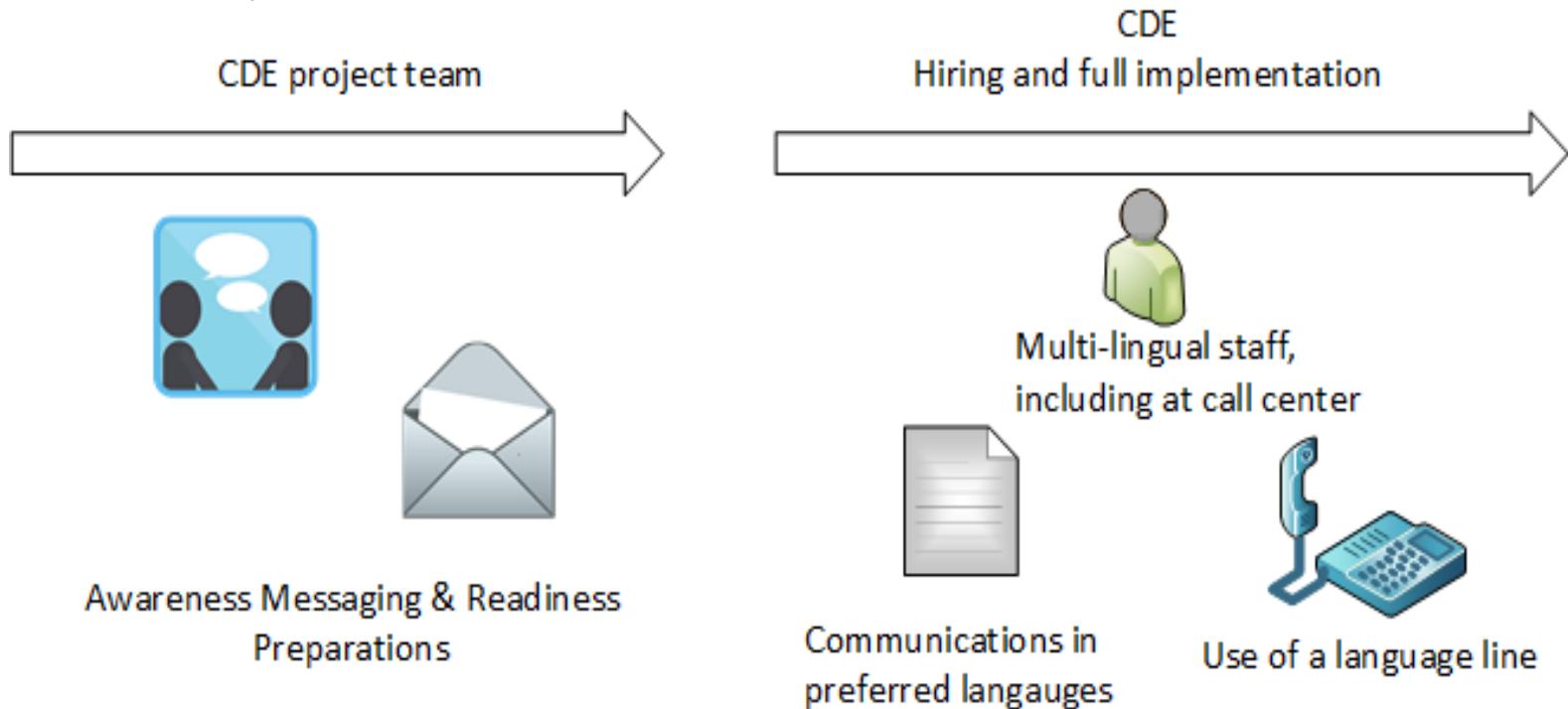
- There will be processes in place if a provider forgets to clock in/out or needs to make a correction

# How IPs will Interact with the CDE



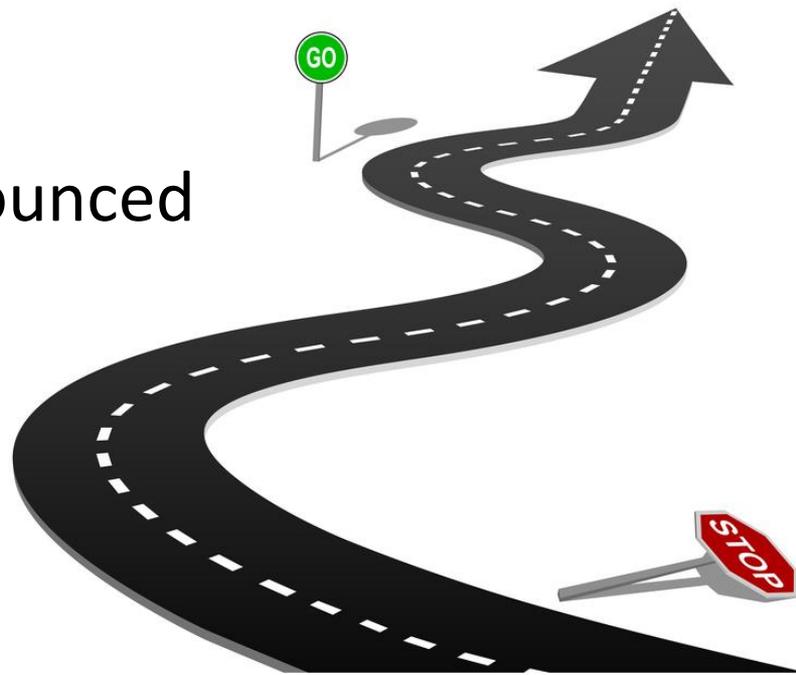
# Limited English Proficiency (LEP)

Clients, IPs, staff we've talked with, and vendors all share the same vision for communicating with those who have Limited English Proficiency.



# Path Forward

- The requirement is to implement the CDE no later than 7/1/2021
- Specific dates to be announced
  1. Get hired!
  2. Start working!



# How to Prepare

# How We'll Help You Get Ready

- Ask for your ideas
- Make a plan of action and carry it out
- Regularly share information
- Help clients and IPs prepare for successful transition to the CDE

# How Individual Providers Can Prepare

- ✓ Sign up for electronic funds transfer (EFT) to bank account or ALINE Pay debit card, if not already receiving electronic payments
- ✓ Keep your demographic information current in IPOne
- ✓ Stay current with training and background checks
- ✓ Respond when it is time to take action! Don't wait until the last minute.

# How Clients & IPs Can Prepare

- ✓ Stay informed! Explore CDE Talking Points, attend CDE Webinars, and review the website at <https://www.dshs.wa.gov/altsa/cde>
- ✓ Sign Up for email notifications through GovDelivery <https://public.govdelivery.com/accounts/WADSHSDDA/subscriber/new> Select *Consumer Directed Employer*

# Thoughts or Questions?