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## **CDC+ Connection – Your Monthly Source of Updates and Helpful Information**

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### **CDC+ and iBudget Florida**

The Agency for Persons with Disabilities is in the process of implementing the final component of the iBudget Florida program in areas 1 and 2 for consumers enrolled in the DD/HCBS waiver by April 1, 2012. CDC+ participants in areas 1 and 2 will transition to the iBudget by July 1, 2012. All consumers in areas 4, 12, and 13 (including those on the waiver and in the CDC+ program) will also transition to the iBudget on July 1, 2012. iBudget Florida is a new way to deliver Medicaid waiver services that has been approved by both the Florida Legislature and the federal Centers for Medicare & Medicaid Services (CMS). It provides Floridians with developmental disabilities in the Medicaid waiver program more flexibility in choosing their services. This transition will impact the manner in which CDC+ participants obtain authorization for their waiver dollars. It will not impact their current service delivery. As more information becomes available, it will be shared with all CDC+ participants/representatives and consultants. APD has extensive materials on the Web with information for stakeholders, support coordinators/CDC+ consultants, and state staff members. Visit [ibudgetflorida.org](http://ibudgetflorida.org) and [apdcares.org](http://apdcares.org).

### **Payroll Staff Changes at CDC+ Central Office**

In December, Tammy Ferrell was promoted from customer service supervisor to finance payroll tax specialist. Ferrell brings with her a wealth of knowledge from the program side of CDC+ and has been intimately involved in working with payroll reports and I processes for the last couple of years. We look forward to her utilizing her strong customer service and program skills and learning her new position within our CDC+ team!

New Voices on our toll free line: Pamela London and Gladis Ruiz recently joined the CDC+ Customer Service team effective March 12, 2012. Pamela will lead the team and apply her call center and customer service skills acquired by her previous employer, the Department of Education. Gladis Ruiz is our new bilingual agent and will be applying her customer service skills in assisting our CDC+ callers.

### **Employees who Receive Unemployment**

If any of your employees who are listed on your Purchasing Plan as an emergency backup provider (EBU) are receiving Unemployment, they must report any income they earn when they work for the participant as an Emergency Back Up. Please make sure your employees know this. This is the law!

### **PCA Under 21 Transition Update**

The PCA Under 21 Work Group (made up of members from Agency for Health Care Administration, APD, consultants, and CDC+ representatives) continues to make progress in reviewing training materials and delineating the approval process for Personal Care Assistance (PCA) requests and implementation dates. Input from these different entities has been extremely helpful in defining a transition process that will be efficient and also maintain the flexibility of the CDC+ program. Training of PCA providers, representatives, and consultants should begin in mid-2012. The transition will be phased in by area. Additional information will be forthcoming regarding the transition of PCA from the waiver to Medicaid State Plan while still being able to self-direct those PCA Medicaid State Plan funds.

### **Scheduling Services with a Biweekly Payroll**

The hours that your employees can work can be determined by keeping a separate calendar each month to track the hours worked from the first to the last day. Some CDC+ participants are dividing the total number of authorized hours for each service in their Purchasing Plan by four weeks and then scheduling their employees based on that calculation. Since most months have 30 or 31 days, this can result in overspending. The monthly amount of scheduled hours should match the total amount of authorized hours for each service in the Purchasing Plan. A good rule of thumb to determine the correct number of hours that can be scheduled for each service per workweek is by dividing the total number of authorized hours for each service by 4.33.

### **Negative Balances and Three Payroll Dates**

There are typically two months each year with three payroll dates. However, the additional payroll should not cause a negative balance if you are budgeting services properly. Consumers must use the approved monthly budget allowance to pay for services provided between the first and the last day of the month that the deposit applies to. Using a calendar to plan for budgeting services each month will assist in preventing overspending of the monthly budget allowance. A tool called *Budgeting Services Monthly* is included this month to demonstrate how a participant should budget their services using the days of the month, the authorized hours for providers in the Purchasing Plan, and the providers' work schedule.

### **Purchasing Plans with Critical Services**

A service on your Purchasing Plan should be considered "critical" if you would be in serious difficulty if the provider of that service failed to show up for work or had to take the day off at the last minute, and you did not have anyone to perform that service. In CDC+, Personal Care Assistance (PCA) service is always considered "critical".

If you identify a service as critical, you must list a minimum of two emergency backup providers (EBUs). All your backup providers for this provider must be listed on the Purchasing Plan in the rows immediately following the name of the primary provider on the same page. Please do not list an EBU provider separately from the primary provider for that service. When entering the EBU provider's information, you must enter "EBU" in the column that asks if the service is critical.

If you only want one person as an option for additional work throughout the month for a service other than PCA, you must add that service to the savings section along with an explanation of how you are going to use this additional provider and where the funding is coming from.

### **Florida Direct Service Workforce Survey**

In Florida, the Direct Service Workforce is primarily composed of workers in the CDC+ program that provide long-term care services and supports to elders and adults with disabilities. The Centers for Medicare & Medicaid Services (CMS) are requiring that the Florida Department of Elders Affairs conduct a multistate survey to better understand providers in the CDC+ programs. The Agency for Persons with Disabilities is assisting with that effort while the University of Florida Survey Research Center is coordinating the statewide survey and data collection. There is a rising need for workers to provide long-term care, and CMS estimates that there will not be enough workers to provide services and supports to all those in need. This survey collects information about worker conditions and preferences that will meet CMS's goal of attracting and retaining workers in long-term care service jobs.

Your workers' responses to this brief survey are valuable and will aid federal Medicaid leaders to determine areas of opportunity to strengthen the long-term care workforce as well as to develop ways of improving the quality of services that clients receive. It also serves as a chance to voice comments and concerns to state agency partners. During March and April 2012, remind your workers that they should expect to receive a survey in the mail that they can complete and return in an enclosed postage-paid envelope. Participants will also have the option of completing the survey through an online portal. The survey should take 10 to 20 minutes to complete. Workers can be confident that their responses will be kept private and will not affect their status as a CDC+ worker in Florida.

We appreciate your cooperation in providing this information to your workers and are happy to answer questions that you or your workers may have. Please see our website <http://apd.myflorida.com/cdcplusfor> for the link to the full project description, example survey, and staff contact information.

Thanks in advance for your participation in this great effort!