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

PCA Transition in Areas 4, 12, and 13

On August 9, CDC+ sent letters to all consumers and representatives in Areas 4, 12, and 13 who are under 21 and have Personal Care Assistance service (PCA) on their DD/HCBS waiver cost plans. Letters also have been sent to those consultants who will be affected by the transition. If you do not have PCA in your cost plan, are under 21 years of age, need to have PCA approved, and reside in Area 4, 12, or 13, you or your representative will need to participate in one of the training sessions scheduled for your area.

You can participate in one of two webinars on September 4 or 13, or view the webinar at your local APD or Agency for Health Care Administration (AHCA) Medicaid office. The webinar will provide all the instructions needed for the consumer and representative to prepare for the transition to self-direct their PCA service and how to complete the required forms. Consultants are requested to attend the consultant training **and** the representative training that will occur on the same day. Visit apdcares.org/cdcplus for a complete list of the training and phase-in dates by area.

Updated PCA Under 21 Training Material

eQHealth has updated its PCA consultant training presentation. The updated information is related to critical timelines within the review and approval process. In addition, the Frequently Asked Questions (FAQ) sheet has been updated and provides clear answers to questions that you might have regarding document requirements, submission deadlines, and the responsibilities of the consultant and representative.

Please locate the consultant presentation and FAQ sheet on the CDC+ Announcements page at apdcares.org/cdcplus, and be familiar with them as the changed information can directly impact your child's PCA services.

Household Employer Posters

CDC+ consumers are household employers. As an employer, you must provide to your employees or prominently display in the workplace, official labor and employment posters detailing federal and applicable state labor laws. You can locate the current required household employer posters on the CDC+ website at: apdcares.org/cdcplus/household.

Job Descriptions

Before you start looking for someone to provide services for you, it is necessary to write a job description for that service or job. A job description can be used to give potential employees an understanding of what the job requires. A job description can also be used as a guideline for asking questions during the interview, as a

checklist of duties and responsibilities after a worker has been hired and is being trained, and as a way to decide if you are happy with the way an employee is doing the job. A well written job description should include:

- Basic job duties
- Required qualifications
- The way you want the job done
- The number of hours and days needed
- The rate of pay

The information on the job description does not have to be permanent. It is acceptable to change the job description later if you change your mind about what you need. However, if you change the job description after you hire someone, you must discuss the changes with your employee to make sure that they understand what you expect from them. Job descriptions can be written in a lot of different ways. The most important thing is that the information is shared with your employee before they agree to accept the job. You can download a copy of the Job Description form at the CDC+ website under Appendix E7. Good written communication leads to better compliance with your expectations by your providers.

Background Screening & Five-year Rescreening

The Florida Statutes require all paid providers and volunteers who have direct contact with individuals with developmental disabilities to be background screened. This includes emergency backup providers (EBUs). All employees must have background rescreenings completed every five years.

As household employers all consumers or consumer representatives must keep track of their directly hired employees' five-year rescreening. If your employee does not complete a Level 2 background rescreening prior to the expiration of the previous screening, you risk losing the ability to use that employee. To prevent interruption in service, you are responsible for ensuring that the Level 2 background re-screenings are completed on time. Check your files to determine and plan when your providers are to be rescreened!

CDC+ Offices Closed on State Holidays

As we approach the holiday season, be sure to keep in mind that the CDC+ offices (including the toll free customer service lines) will be closed on official state recognized holidays. Please note the following dates:

Labor Day, Monday, September 3
Veterans' Day, Monday, November 12
Thanksgiving, Thursday and Friday, November 22 and 23
Christmas Day, Tuesday, December 25
New Year's Day, Tuesday, January 1, 2013
Martin Luther King Jr. Day, Monday, January 21, 2013

Help Us Save You Time

To reduce your call and wait time when contacting the customer service helpline, please be sure to have all of the appropriate documentation in hand when you call. This will help us to identify and resolve your concerns more efficiently. Please also have your consumer identification number as it is critical to identifying your account. If it is a payroll deadline day, having all your claim-related documents such as signed copies of timesheets, invoices, and receipts for reimbursements will result in a more expedient resolution and will minimize mistakes on claims entered into our system. Please also remember that on payroll deadline days, we are focusing on calls related to payroll processing. If you are in need of technical assistance with the IVR or Secure Web Payroll System, please contact us prior to the payroll processing day so that we can identify the problem and resolve it for you.

We are committed to providing excellent customer service and appreciate your assistance in improving our current call and wait times. Thanks, from your CDC+ customer service team.

Have a CDC+ Success Story to Share?

CDC+ needs your help and success story! CDC+ is currently in the process of updating our brochure that is given out to potential consumers and representatives. We are seeking families that desire to share their experience with self-directing their waiver funds and the benefits of the CDC+ program. Interested families can call our toll-free help line at 1-866-761-7043 and a staff member will assist you in writing down your story.

Unpaid Natural Supports

When listing an unpaid natural support on the purchasing plan as an emergency backup provider for a critical service, the name of the person must appear first, and then the words "Natural Support." The rate will, of course, be zero. When a natural support provider is used there is no need to submit or call in a timesheet for this provider since no wages are being paid out. However, it is a good idea to track the hours on your paper copy of the timesheet for general record keeping and tracking purposes, See Appendix K, *Employee Weekly Timesheet*.

New Training Developer Joined CDC+ Team

Yvonne Luster-Harvey joined the CDC+ Program office effective June 15. Yvonne heads up the development of our online and traditional hard copy training materials. She is finalizing "How to Do a Purchasing Plan" and the "2012 Participant/Representative Refresher" trainings that will provide additional technical assistance and education to our users! More to come on those topics in future *Connection* articles!

New Fiscal Data Entry Joins CDC+ Team

Jill Edwards joined the CDC+ Finance team on August 7 where she assists with data entry of provider and tax materials, payroll activities, and processing new enrollment packages. We're very glad to have Jill on our team!

New Voice on our CDC+ Toll-Free Line

Jorge Argandona joined the CDC+ Customer Service team on August 23. Jorge is our new bilingual agent and applies his customer service skills in assisting our CDC+ callers. Jorge was previously employed with Automated Health Systems as a medicaid choice counselor. His extensive customer service knowledge and his experience working with Medicaid members will be beneficial to the CDC+ Team as we strive to provide excellent service!

Updated Balancing Your Account Form

The *Balancing Your Account* form in Appendix M of the Participant Notebook has been updated to provide additional information to help manage the tracking of available funds.

CDC+ Participant Satisfaction Survey

The responses to the 2012 Participant Satisfaction Survey have been compiled and APD wants to share those results with you. We received 498 responses to the survey for a 27 percent response rate. Thank you to all who returned the survey. Here are some of the highlights:

- Out of 20 survey questions, improvement was noted in 11 areas of service as compared to 2011. Only three questions scored lower than 80%.
- Satisfaction with Consultant services is very high with 96.6% of respondents reporting that consultants are courteous and respectful. Satisfaction is high with regard to customer service activities with at least 85% of respondents reporting customer service representatives were courteous, responsive, and knowledgeable.
- Satisfaction is very high concerning APD's handling of the fiscal agent responsibilities, with 93.6% of respondents reporting timesheets and invoices submitted by the posted deadline were paid in a timely manner.
- Although at least 80% of individuals agree or strongly agree that they receive training on using program forms, only 70.1% of the respondents agree or strongly agree that the purchasing plan is easy to revise when needed.
- Overall satisfaction with CDC+ is very high at 92.4%!

In upcoming issues of the *CDC+ Connection*, we will be discussing actions the CDC+ program is taking to address the concerns noted in the Participant Satisfaction Survey. Thank you again for your participation in the survey!