



agency for persons with disabilities  
*State of Florida*



Consumer/Representative Training  
Module 1: What is CDC+ and How  
Does it Work?

Rick Scott  
Governor

Barbara Palmer  
Director

Welcome to the Consumer Directed Care Plus Consumer/Representative Training. This is Training Module 1: What is CDC+ and How Does it Work? We are very glad to have you join us. We hope that you will find this an informational training that will help you determine if the CDC+ program is right for you.



## Introductions

**Rhonda Sloan**, Administrator

**Patricia Rush**, Program Administrator

**Mindy Whitehead**, Training and Outreach  
Coordinator

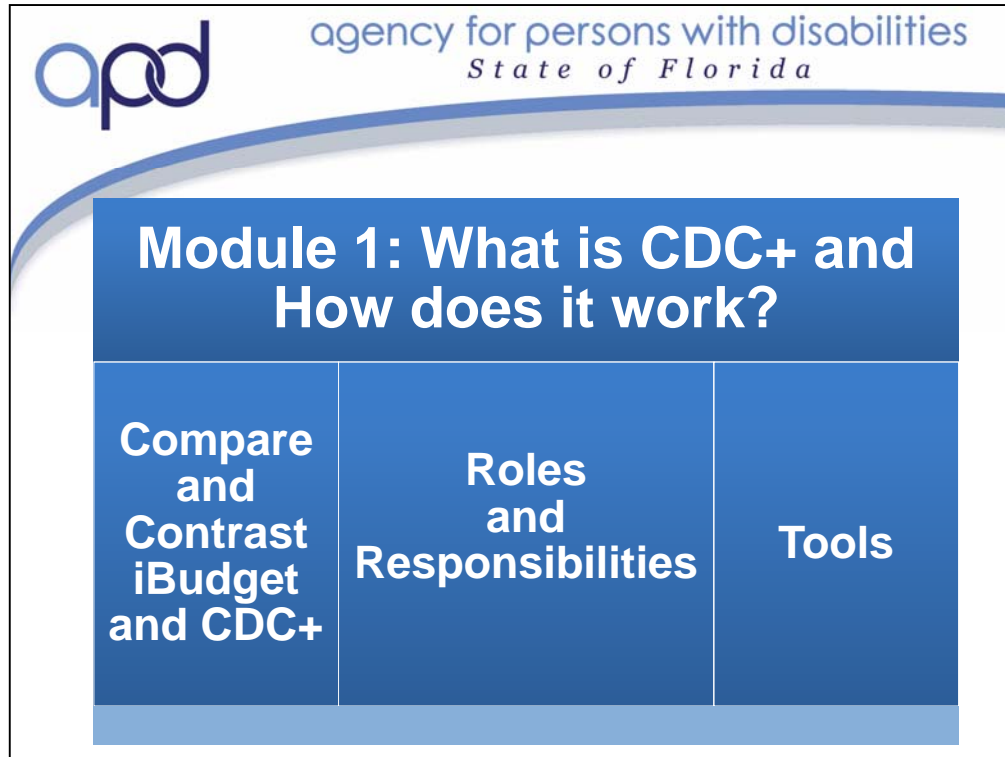
**Thomas Pritchard**, Research & Training  
Specialist

Submit questions throughout this presentation  
via chat or to:

[mindy.whitehead@apdcares.org](mailto:mindy.whitehead@apdcares.org)

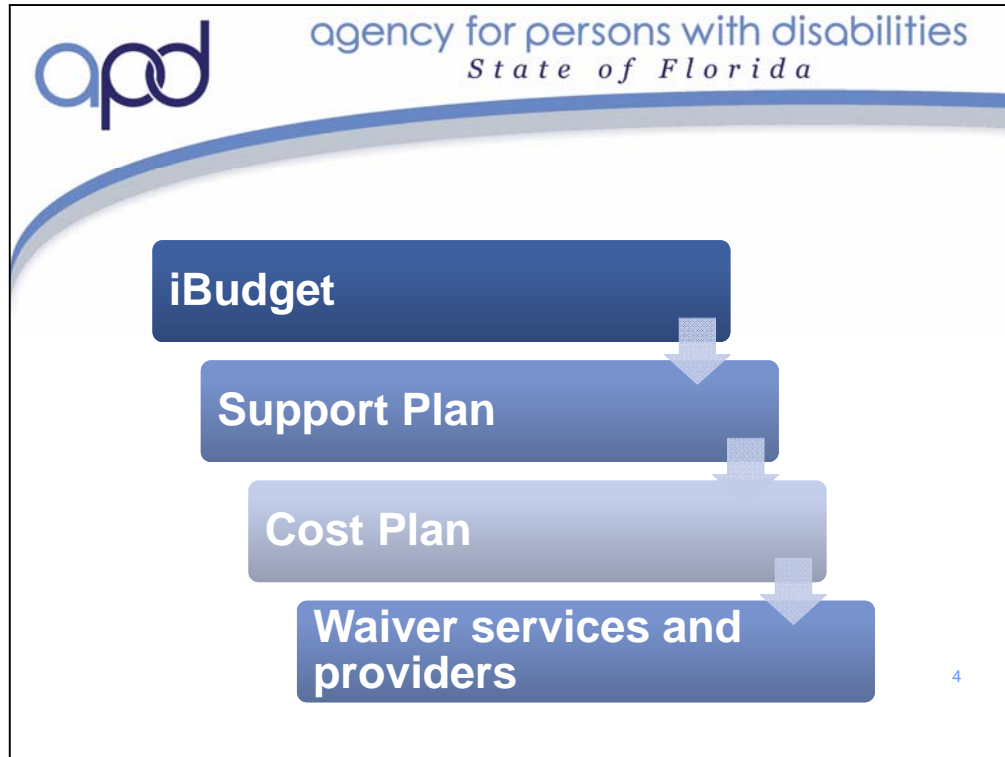
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- Rhonda Sloan is our CDC+ Administrator.
- Patricia Rush is our Program Administrator who is responsible for ensuring that all program components of the program are implemented in accordance to rules and policies.
- Mindy Whitehead is the CDC+ program's Training and Outreach Coordinator
- Thomas Pritchard is the CDC+ program's Research & Training Specialist
- You may also submit questions by e-mail to [mindy.whitehead@apdcares.org](mailto:mindy.whitehead@apdcares.org)



**This is Representative Training Module 1: What is CDC+ and How Does it Work. In this section we will :**

- 1) Discuss both the similarities and the differences between iBudget and CDC+
- 2) State the Roles and Responsibilities of everyone with in the CDC+ Program
- 3) Show you the tools available that will help you be successful on the CDC+ program



Currently, you are on the iBudget Home and Community Based Services Waiver program and receive your services through iBudget. In order to receive services through iBudget, you have a needs assessment titled Questionnaire Situational Information (QSI). The QSI is completed every three years as well as an annual Support Plan meeting. You have an iBudget algorithm amount that has been calculated based on your needs assessment and your living situation.

Once a year, you have a Support Plan meeting with your Waiver Support Coordinator, during which you discuss your current needs and future goals. Your Waiver Support Coordinator then matches your needs and goals to services available to you in the iBudget system and requests approval of these services. Your Support Coordinator assists you in locating Waiver providers to provide the requested Services and also assigns (through iBudget) the Authorization for them to work with you. The services and authorization entered in iBudget is called your Cost Plan.

In iBudget, you must use Waiver services and providers. Your WSC helps to coordinate all the services you receive and provides oversight to ensure these services are being provided as they are authorized.



The process for calculating your iBudget Amount which is used to calculate the monthly budget used in CDC+ is the same, you have a needs assessment titled Questionnaire Situational Information (QSI). The QSI is completed every three years as well as an annual Support Plan meeting. Once a year, you have a Support Plan meeting with your Waiver Support Coordinator, during which you discuss your current needs and future goals. Your Waiver Support Coordinator/Consultant then matches your needs and goals to services available to you in the iBudget system. (Important to remember: the iBudget amount used to calculate the monthly budget you will use to purchase your services in CDC+ are waiver dollars, CDC+ has no funding. Amount used in CDC+ to meet needs and goals, is calculated from the iBudget amount after the iBudget cost plan is reviewed for Medical Necessity and approved. CDC+ has no funding, all funding is awarded by the iBudget Home and Community Based Waiver. What is being purchased in CDC+ does not determine the Medical Necessity of what is approved in the iBudget Waiver.. CDC+ is an alternative way to purchase the services and supports needed to meet needs and goals of an individual.)

A Cost Plan is still entered in the iBudget system using the CDC+ Generic Vendor to show what Waiver services would best meet the Needs and Goals listed on your Support Plan. Once the Waiver Unit has approved the Cost Plan, you will develop a Purchasing Plan to show how the needs and goals identified in your support plan will be met now that you are enrolled in CDC+. You will be responsible for locating and hiring the people to provide the services and will be the one responsible to

ensure they are paid correctly and in a timely manner for the services they provide. You will list your employees and the services they will be providing on the Purchasing Plan. Once the Purchasing Plan is signed and approved by APD Staff, it serves as your authorization to spend funds as outlined on the plan. Your CDC+ Consultant (formerly your Waiver Support Coordinator) will be responsible for providing you guidance and will help to ensure you are managing the program correctly. They will step out of the role of Coordinating your supports, services and providers and move into a role of a technical advisor to support and guide you as you manage your supports, services and employees.



For CDC+ to work, the Consumer must be enrolled as a Household Employer with the Internal Revenue Service. This is a part of the Application and Enrollment Process.

As a Household Employer, the Consumer is the Employer of Record for all their employees. The Consumer (or Representative) is responsible for finding, interviewing and hiring all employees. They are responsible for the oversight of the of services provided. This means that they will need to monitor the service to ensure that the employee(s) are providing quality service as outlined on their Job Description and that they are helping the Consumer work towards their stated needs and goals.

We will discuss more about finding, hiring and managing employees later on in this training.



When considering if CDC+ is right for you, you will want to remember with more control comes more responsibility. On iBudget; your Waiver Support Coordinator provides you with a list of Individuals or Agencies that provide the serve you are authorized to receive. The WSC is the one who coordinates the services and providers. They are the one who ensures that the services are being provided to meet the needs and goals on your Support Plan.

On CDC+ you have more control over **What** supports and services will be purchased, **Who** provides these supports and services, **When** the services will be provided and in what quantity, **Where** the services will be provided and **How** the service will be provided. You also have more responsibility. You will be responsible for the appropriate spending of Medicaid funds. You will be responsible for ensuring that the people you hire are providing the services as outlined on their job description. You will be responsible for monitoring these services to ensure that the service delivery is helping the Consumer meet their stated needs, goals and assisting them in becoming as independent as possible. It will also be your responsibility to ensure that all providers are paid correctly and in a timely manner.





## CDC+ Team

**Consumer**

**Representative**

**Consultant**

**Regional Liaison**

**State Office –  
Program and F/EA**

Now that you know a little about how the program works, let us discuss the roles and responsibilities of everyone who will be on your CDC+ team.



## Role of Consumer (when Representative not selected)

- **Decision Maker**
- **Trainee**
- **Employer**
- **Authorized Signer**
- **Custodian of Public Money**
- **Manager of the CDC+ Program**
- **Participate in Quality Assurance Monitoring**

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- The Consumer is the Decision Maker. The consumer must decide if they can manage all CDC+ Requirements on your own, or if assistance is needed, or if someone else must manage program requirements on their behalf. You decide the best ways to meet your Needs and Goals as stated on your Support Plan and you decide what services and supplies will be purchased with CDC+ funds to assist you in meeting those Needs and Goals
- The Consumer is the Trainee; if the consumer decides to manage the CDC+ Program without the assistance of a Representative, then they must participate in all required CDC+ Trainings.
- The Consumer is the employer. They hire, terminate and manage all their providers, making changes as needed. The Consumer is responsible for writing a job description for all their providers, negotiating rates of pay, setting their providers' schedules, signing and approving their timesheets/invoices, submitting their providers' employee/vendor packets before hiring, including the level 2 background screening information, and making sure their providers do not start to work until they have been assigned a provider ID number by the FE/A.
- The Consumer is the Authorized Signer. The Consumer is the Employer of Record. The Consumer is the authorized signer for all program documents. They must sign the CDC+ Application and Enrollment forms (2678, 8821 and CDC+ F/EA agreement form) the Program Consent Form, all Purchasing Plans

and Quick Updates, Employer/Employee agreement forms, Consumer/Consultant Agreement form, Employee Timesheets, Vendor Invoices and Corrective Action Plans.

- As the Custodian of Public Money, the Consumer is responsible for responsibly budgeting and managing CDC+ funds. They must ensure that all purchases are being used to meet the long-term care needs identified on the Support Plan.
- The Consumer is also the Manager for the CDC+ Program. They must develop their Purchasing Plan to meet the needs and goals stated in their support plan. They must work to resolve any issues regarding Employees, Payroll, or the Purchasing Plan. They must reconcile their CDC+ Account monthly and ensure they are following the authorized purchasing plan and not over spending the monthly budget. They must maintain all documents – minimal document retention time is 6 years. They must also write an Emergency Back-up plan and keep it up to date. This is a written plan stating what they would do in an emergency situation and reflects both Natural Disasters and Program Funding loss.
- The Consumer must also participate in Quality Assurance monitoring. This is when a Quality Assurance Reviewer comes out to review all documents and ask questions regarding satisfaction of services and progression of goals.



## Role of Representative

- **Decision Maker**
- **Trainee**
- **Employer**
- **Authorized Signer**
- **Custodian of Public Money**
- **Manager of the CDC+ Program**
- **Participate in Quality Assurance Monitoring**

The role of the CDC+ Representative is much the same as the Consumer. They must make decisions on behalf of the Consumer, managing all CDC+ care and financial responsibilities.



## **Role of CDC+ Representative, continued**

- **Unpaid Advocate; at least 18 years of age**
- **Sign an agreement with the Consumer**
- **Readily available to Consumer and Consultant**

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Additionally, the Rep must be an Unpaid Advocate who is at least 18 years of age.

- A Representative cannot be paid and they also cannot be a paid employee. CDC+ Representatives cannot be an owner, co-owner, stockholder, president, vice president or in any way benefit from any business authorized to provide services for the Consumer.
- As the Representative, you will need to sign an agreement with the Consumer. This agreement is a contract stating that you will be acting on their behalf and that you are responsible for the management of the program.
- As an Advocate for the Consumer, the CDC+ Representative must be readily available and involved in the Consumer's life. This will enable them to support the Consumer's wishes and needs by making the best choices.



## Role of the Consultant

- **Waiver Support Coordinator**
- **Sign a Consumer/Consultant agreement**
- **Assists with transitioning to and from the waiver**
- **Provides on-going technical assistance**
- **Reviews Purchasing Plan and ensure it meets program requirements.**

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CDC+ Consultants are Medicaid Waiver Support Coordinators that are trained in the CDC+ program. Not all WSCs are CDC+ Consultants. The Regional Office can provide you with a list of Consultants who serve your county.

As a CDC+ Consultant, they will have a slightly different role with you. They will still need to make their usual contacts with you. They will still be responsible for ensuring your Medicaid eligibility and maintaining your APD Central File. They will still conduct your annual support plan meetings and maintain your cost plan in the iBudget system. As a CDC+ Consultant, they will be there to provide you technical assistance on the CDC+ program. They will be able to help direct and guide you through the CDC+ Program. While they are not the decision maker regarding employees or services being purchased, they should still be there to ensure that you are following the program requirements and may advise you if you are not following the proper guidelines.

Your CDC+ Consultant will be your point of contact person if you have any questions; you should always call your consultant first. They will help transition you onto the CDC+ Program and (if needed) off of the CDC+ Program.

- The CDC+ Consultant must sign a Consumer/Consultant agreement and notify APD of selection before officially acting as the Consultant.
- The Consultant provides technical assistance to the Consumer/ Representative

as needed.

- The Consultant can assist the Consumer/Representative with the development of the Purchasing Plan but cannot write it for them.
- They will review all documents for accuracy before submitting them for APD review and approval.



## **Role of the Consultant, continued**

- **Responsible for appropriate use of public money**
- **Complies with training and monitoring requirements**
- **Develops, implements, and monitors Corrective Action Plans (CAP) as needed**
- **Monitors and reviews Consumer account activity**
- **Updates Support Plan, as needed**

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- Just like the Consumer and the Representative, the Consultant is also responsible for making sure that public funds are spent responsibly.
- The Consultant must also comply with training and quality assurance monitoring requirements.
- The Consultant is responsible for working with the Consumer/Representative in developing a Corrective Action Plan (CAP), if needed. The purpose of this is to ensure that the Consumer is aware of any issues related with program non-compliance and can use the CAP as a tool to learn how to fix them.
- The Consultant must review the Consumer's monthly statement to monitor the account activity and provide technical assistance, as needed.
- Will continue to ensure your support plan is updated as needed.





## **Role of the Regional Liaison**

- **Ensures Consumer's waiver cost plan is approved**
- **Reviews Purchasing Plans and Employment Packets**
- **Serves as the local program operations manager**
- **Ensures Corrective Actions Plans are completed**
- **Bridges the communication between Consumer, Consultant, and State office**

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- The Regional Liaison ensures that the Consumer's waiver cost plan is approved. Any time there is a change in a Consumer's waiver cost plan, the Regional Liaison must ensure that the Consumer is aware of changes in his/her approved CDC+ monthly budget.
- The Regional Liaison reviews the Purchasing Plan and any other program forms and submits to State office for approval. They are sent a copy of all correction requests CDC+ State Office has sent to your consultant.
- The Regional Liaison is the manager of the local program operations and of corrective action plans.
- The Regional Liaison facilitates communication between Consumers, Consultants, and State office.



## **Role of State Office**

- **Authorizes CDC+ Budget**
- **Administer the CDC+ program**
- **Develop & interpret policy**
- **Quality Assurance Monitoring**
- **Provide customer service & technical assistance**
- **Develop and update CDC+ training materials**
- **Conduct initial & on-going training**

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- The CDC+ State office (formerly known as Central office) is located at the APD State office in Tallahassee.
- Staff coordinates with the Agency for Health Care Administration (AHCA) in the development of all policies and procedures for the administration of the CDC+ program and ensures that all state and federal required guidelines, policies and procedures are followed, which includes quality assurance and monitoring.
- The State office also provides customer service including on-going technical assistance to the Consumer, Representative and Consultant, by answering questions and providing explanations.
- Program staff develop and update CDC+ training materials for Consumers, Representatives, Consultants and CDC+ Regional Liaisons.
- Program staff conduct initial and ongoing CDC+ training for Consumers, Representatives, Consultants and CDC+ Regional Liaisons.



## **Fiscal Employer/Agent (FE/A) State Office cont.**

- **Enrolls Consumer as a Small Household Business with the IRS**
- **Complies with all employer tax reporting to the IRS**
- **Maintains the Consumer's CDC+ Account**
- **Assigns provider ID numbers**
- **Pays service claims and employer taxes**
- **Sends monthly statements**

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**The State office also performs all the fiscal and payroll duties.** All of the Consumer's providers must be "enrolled" with the FE/A when hired so the FE/A has the legal documents to withhold, report, and pay all payroll taxes.

- The Fiscal Employer/Agent applies on the Consumer's behalf for an Employer Identification Number and enrolls them as a Small Household Business.
- The Fiscal Employer/Agent manages all aspects of the CDC+ program relevant to payroll, tax reporting, Monthly Statements, and re-investment of unexpended funds. They comply with all quarterly tax reporting to the IRS on behalf of the consumer
- The Fiscal Employer/Agent (FE/A) receives the Consumer's monthly budget amount from Medicaid and maintains it in the Consumer's account. They maintain the Consumer's CDC+ Account and help to monitor both consumer spending and Medicaid Eligibility.
- The FE/A assigns CDC+ Provider ID numbers and provides banker, bill payer and tax payer services.
- Monthly statements are sent by the FE/A to the Consumer showing the amount of money that was deposited each month, the purchases that were made. It is up to the Consumer/Representative to use the Monthly Statements to reconcile the CDC+ account so they will know the amount of funds are available at the end of each month.

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**Important Links**

- Consultants Resources
- Consumers Resources
- Provider Packets
- Household Employer Forms
- Secure Web-based Payroll System
- Training and Education
- CDC+ Connection

**Important Contact Information**

- Toll-free Customer Service line  
1-866-761-7043
- Toll-free fax line  
1-888-329-2731

**CDC+ > Consumer Directed Care Plus (CDC+)**

CDC+ is a long-term care program alternative to the Medicaid Home and Community-Based Services (HCBS) Medicaid Waiver. The program provides the opportunity for individuals to improve the quality of their lives by being empowered to make choices about the supports and services that will meet their long-term care needs and to help them reach their goals.

**Enrolling onto CDC+**

Thank you for your interest in CDC+! Click below for helpful information and resources for getting started on CDC+. If you have any questions, please contact our CDC+ Helpline at 1-866-761-7043.

- [CDC+ Welcome Packet](#)

**Announcements**

- [2015 Corrected W-2 Request Form](#)
- [2015 Duplicate W-2 and 1099 Request Form](#)
- [Could your providers be eligible for a Federal Income Tax exemption on wages earned while employed by you in CDC+?](#)

On January 3, 2014, the IRS issued Notice 2014-7 addressing the income tax treatment of certain payments to an individual care provider under a state Home and Community-Based Services Waiver (Medicaid waiver) program. For more information including Q & A's please go to:  
<http://www.irs.gov/individuals/Certain-Medicaid-Waiver-Payments-May-Be-Excludable-From>

CDC+ Provides you with the tools you will need to successfully manage the CDC+ Program through the APD CDC+ website. You may want to make the CDC+ Website your home page.

The APD CDC+ Website contains all documents needed on the CDC+ Program as well as program updates and announcements.

On the left-hand side of the page under Important Links you will find links to a variety of Resources you will need once enrolled on the program. You are encouraged to explore this website and get to know it. We also encourage you to ask questions about anything on the website. The more you know and understand; the more empowered you will be and the better you will be at meeting your needs and goals on CDC+.

If you click on “Consumers Resources” under the Important Links heading, you will find the CDC+ Handbook, How-to Guide and the Appendix to How-to Guide

The screenshot shows the CDC+ website interface. At the top left is the CDC+ logo with the tagline "CONNECTING YOU TO THE COMMUNITY". To the right is a Google Custom Search bar and social media icons for Facebook, Pinterest, Twitter, and WordPress. Below the logo is a green navigation bar with tabs for "About Us", "Locations", "Providers", "Customers", "Waivers", and "News".

The main content area is titled "CDC + > Consumers". On the left, there is a section for "Important Links" with a list of resources:

- Consultants Resources
- Consumers Resources
- Provider Packets
- Household Employer Forms
- Secure Web-based Payroll System
- Training and Education
- CDC+ Connection

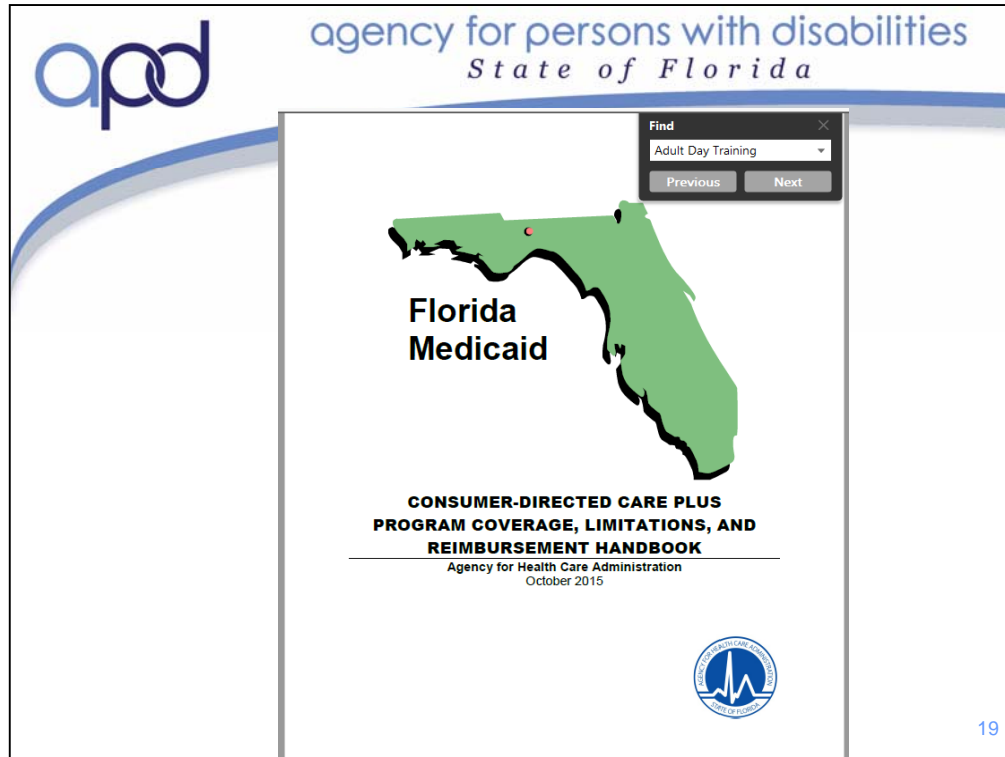
In the center, there is a table with two columns: "Document" and "Description".

Document	Description
<a href="#">CDC+ Handbook</a>	Developmental Disabilities Medicaid Waivers Consumer-Directed Care Plus Program Coverage, Limitations, and Reimbursement Handbook
<a href="#">How-to Guide</a>	This How-To Guide contains important information about how to navigate the Consumer-Directed Care Plus (CDC+) program.
<a href="#">Appendix to How-to Guide (June 2016)</a>	This section provides all the forms used by participants in the CDC+ program. Just "click" on the document you want to review. Each appendix title contains a description of every document listed in that appendix title. The appendix will be updated periodically as forms are revised. Forms published on the Web site are the most recent forms, so please refer to this Web site often.

At the bottom left, there is a section for "Important Contact Information" with the following details:

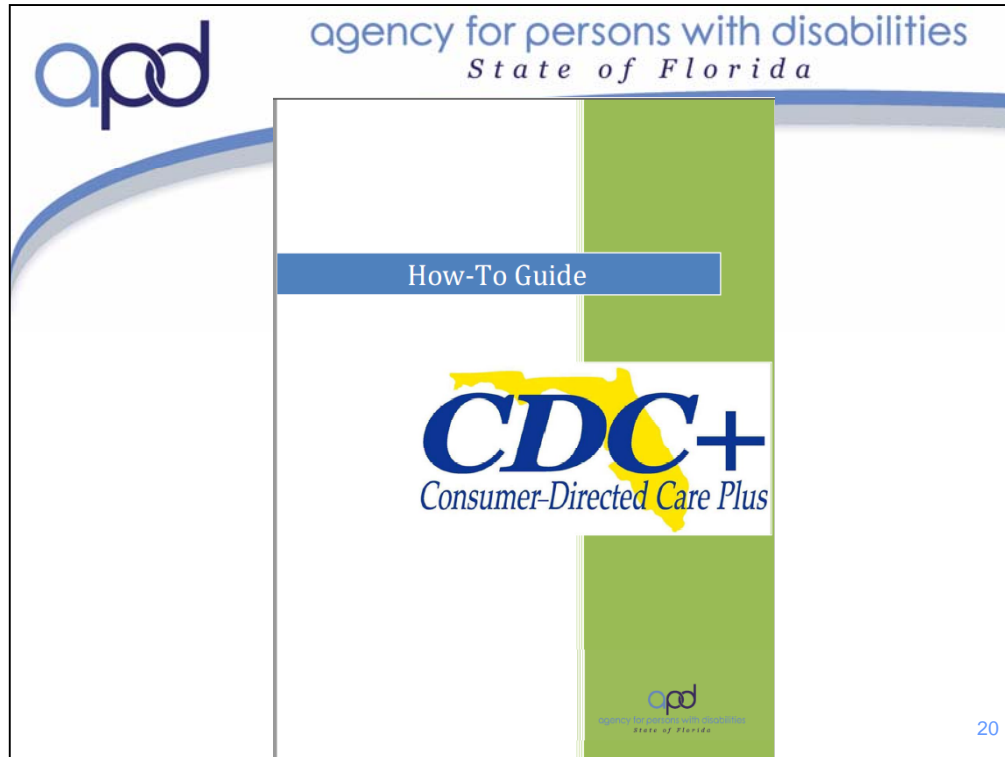
- Toll-free Customer Service line  
1-866-761-7043
- Toll-free fax line  
1-888-329-2731

The CDC+ Handbook is our rule handbook. This contains information on the Rules and Regulations of CDC+. It defines terms used by CDC+, defines the roles each person has as a part of the program and gives you valuable information about all services and supplies that are available through CDC+. We don't expect that you will read the Handbook cover to cover, but we do expect you to familiarize yourself with it. At the very least, you should read through the information in contained in the first three chapters as well as chapters 5 and 6. Information contained in Chapter 4 tells you all you need to know about the Services available in CDC+; it gives a complete description of the services, any limitations and special considerations, the provider qualifications, as well as the service type (restricted or unrestricted). We expect you to be able to navigate this handbook so that you can find information you need and that you will use this book to ensure you are managing the program correctly and purchasing Services and Supplies in accordance with the rule.



One of the easiest ways to navigate through this hand book is to download and open it on your computer and click “Control F” on your keyboard. This will open a search window. You can type in the topic you want to know more about into that search window and hit the enter key or click “Next” in the search window. Continue clicking “next” until you find what you are looking for.

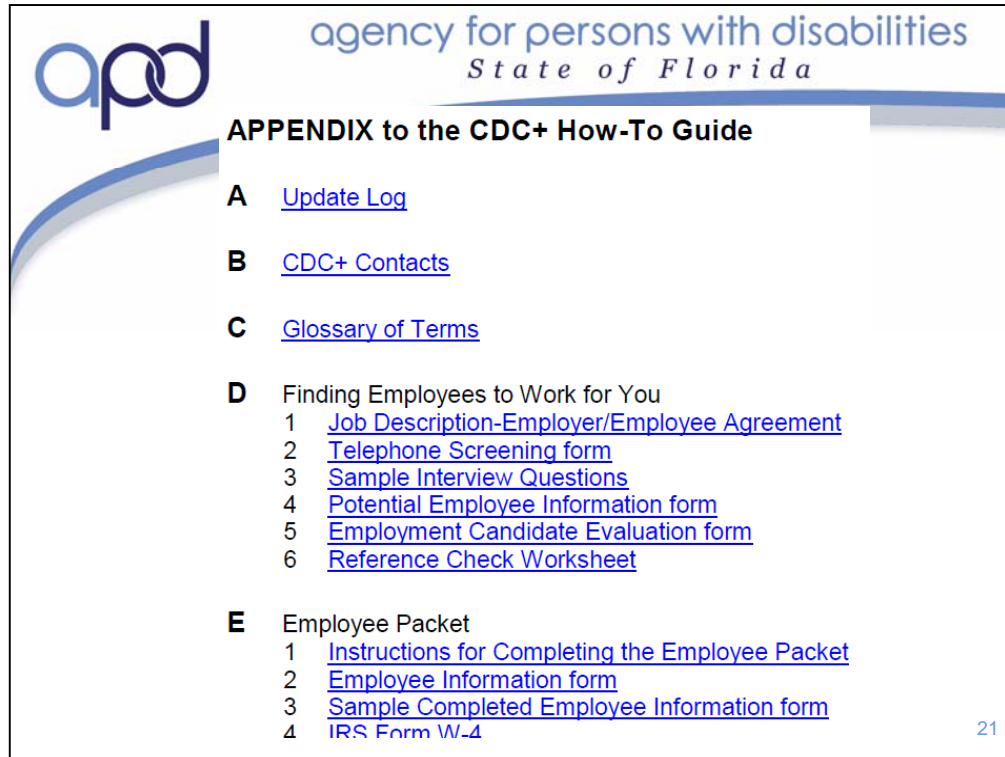
For example, if you want to know more about the service Adult Day Training and find out what types of vendors can be hired for this service, you would enter “Adult Day Training” in the search window to quickly locate the description of that service.



The CDC+ How-to Guide breaks down the CDC+ program into the “nuts & bolts” of what you need to know.

This guide covers everything from How to get started to How to Disenroll.

The How-to Guide will provide you with information on Hiring Employees, Writing a Purchasing Plan, Paying your Providers and much more. We expect that you will read this and refer back to it as needed. The entire guide is only 71 pages. You can search for information in the How-to Guide in the same manner you searched in the CDC+ Handbook.



The Appendix to the CDC+ How-to Guide contains all the forms you will need on the program and instructions for those forms.

This is where you will find the forms needed for Employee packets, A/V packets, the Service Codes for the services you will be entering on your Purchasing Plan and the Timesheets your Employees will need to be keeping.

This is all so where you will find the Purchasing Plan templet along with written instructions for writing a purchasing plan.

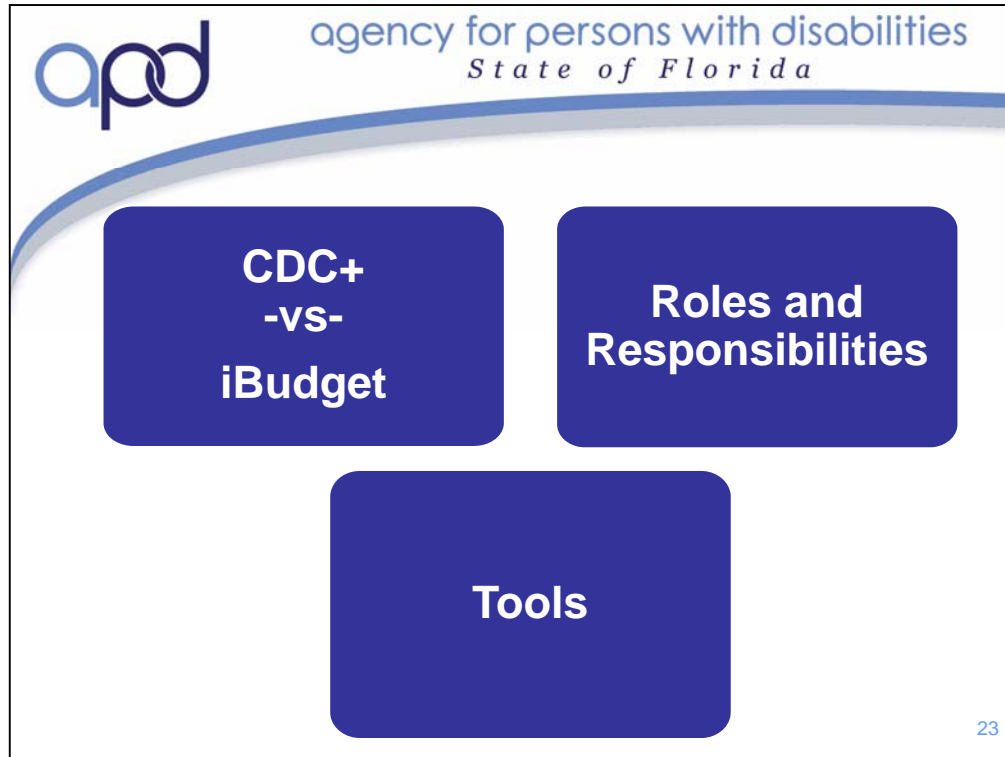
There are many useful tools in the Appendix as well such the Balancing Your Account form that you can use to complete your account reconciliations.

Each item listed in blue is a link to that document. You will want to become familiar with the information in the appendix. You will likely use the appendix a lot. Each time you need a document that is in the appendix, be sure to get it directly from the appendix – CDC+ can only accept the most up-to-date versions of these forms. The appendix will always have the most up-to-date version of each form.





Of course, you still have your circle of supports who are also there to help you out.



You should now have a better understanding of what CDC+ it's similarities and differences to iBudget.

You should also have a better idea on who the key players are with CDC+ and what their rolls and responsibilities are.

Lastly, you should have a good idea on what tools are available to help you successfully manage the program and how to navigate through those tools.

Module 2, will discuss more about how the program works. Where the funding comes from and what you need to know to build a successful purchasing plan.



agency for persons with disabilities  
*State of Florida*

**Thank you for your  
participation**

For additional questions, please call:

**Mindy Whitehead**

[Mindy.Whitehead@apdcares.org](mailto:Mindy.Whitehead@apdcares.org)

**850-414-6691**

**CDC+ Customer Service**

**1-866-761-7043**

*CDC+ Website <http://apdcares.org/cdcplus/>*

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Thank you for your participation.