

## **CDC+ Frequently Asked Questions Monthly Statements and Budget Tracking**

### **Why is my beginning balance zero? My records show that I should have funds transferring from the last fiscal agent.**

Because APD and the prior fiscal agent have not yet completed the reconciliation process, the agency is unable at this time to show your transferred balance, if any, on the monthly statement. The March through September statements only reflect account activity since APD became the fiscal agent. Please be assured that funds will be accounted for properly, and when the reconciliation process is complete, your transferred balance will appear on your monthly statement as an account adjustment. If your records indicate that funds will be transferred from the prior fiscal agent, and you need to spend these funds, you may do so. However, we strongly encourage you to contact Customer Service if you need to make a large purchase and are unsure of your available funds balance.

### **Why does my March statement show two deposits?**

When APD took over as fiscal employer agent on March 1, 2008, the agency was responsible for paying timesheets for the second half of February and invoices for the full month of February. Therefore, the prior fiscal agent received a portion of each consumer's February Medicaid funds, and APD received a portion. Your March statement shows the APD portion of the February deposit (dated 3/3/2008) plus the March deposit, dated 3/13/2008.

### **Why doesn't my July statement show a Medicaid deposit?**

Due to some issues with Medicaid billing, the July deposit was delayed until August. This did not affect consumers' ability to pay for their services in July; however, because the deposit was not received until August, you may find that the "ending balance" on your July statement indicates that you are overspent. Please do not be alarmed if your account is in a negative balance for this reason only, as this was very temporary and was not due to consumer error. Please refer to the August "ending balance" which includes funding for July, for a more accurate indication of account status.

### **Why doesn't this statement include a "services" and "savings" section?**

Prior fiscal agents have maintained separate "services" and "savings" accounts for each consumer. APD combines all funds into a single account, and funds in that account are available to pay for authorized goods and services from either the services or savings sections of your purchasing plan.

As always, the purchasing plan permits you to set aside a certain amount each month for “savings,” and these funds remain in the account\* available to be spent for authorized services or savings items. Additionally, if you spend less for services than allocated in your purchasing plan, unspent funds will remain in the account for later use for authorized services or savings goods and services. We made the decision to combine these accounts into a single account to ensure that you have as much flexibility as possible, within the limits of program policies, to meet your needs as they change from month to month. It may be helpful to compare your CDC+ account to a checking account. Each month funds are deposited into this account, and the consumer can draw on the account by submitting payment requests for authorized goods or services from any plan section. Any unspent funds are “carried forward” into the next month, and will be available to purchase authorized goods or services in future months. As always, funds provided to the consumer for “restricted” services, including behavior therapy, physical therapy, occupational therapy, and skilled nursing must be spent for those services, and if they are unspent they must be returned to the state rather than spent for other types of goods and services. However, funding for “unrestricted” services, including personal care assistance, respite, etc., may be used more flexibly. Please refer to the CDC+ service code chart or contact your consultant if you have any questions regarding restricted and unrestricted services.

**The wrong Consultant name appears on my statement, or the name of my consultant does not appear on my statement at all. Why is this?**

APD has correct information regarding Consultant assignments for most participants. We are currently working with Area Offices to ensure that all Consultant information in the CDC+ database is accurate and current. We will send statements to Consultants once we have completed this process.

**Should the “beginning balance” on a statement always be the same as the “ending balance” on the prior month’s statement?**

Yes, except for the March 2008 statement, which shows a zero beginning balance. Please refer to item #1 for the reason why this balance is zero on the March statement.

**Why don’t the Medicaid deposits occur on the first of the month?**

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\* As always, unused funds are subject to periodic recoupment by the Agency for Health Care Administration.

APD typically requests Medicaid funds from AHCA on the first Thursday of the month and receives them on the following Wednesday. APD is careful to ensure that funds are available for payment of timesheets, invoices, and reimbursements regardless of the date of the Medicaid deposit.

**What happens if an adjustment is made in a prior month? For example, what if I receive an incorrect check and return it to APD the following month? Which month's statement will show the returned check?**

Your monthly statement reflects your transactions on a cash basis. This means that if you return a check to APD the next month, the adjustment will appear in the month that it is returned.

**Is the "ending balance" the amount available to me to spend next month?**

Not necessarily. Statements will be sent days or weeks after a reporting period ends. It is important that you subtract from the ending balance any payroll items that you have submitted for payment that have not yet appeared on the monthly statement. Very often you will have recently submitted claims that do not appear on the statement, and you need to take these into consideration when determining your available funding.

**The bi-weekly payroll makes it difficult for me to know exactly how much is available to spend, and it makes it hard for me to know whether I'm planning my monthly services correctly.**

The best way to make sure that you are spending within your budget is to disregard the payroll schedule and Medicaid deposit schedule, and instead make sure that you plan your monthly services based on the services and available budget in your purchasing plan. With a bi-weekly payroll, there are 26 pay periods each year, which means that each year, two months will have three pay dates. This occurred in September 2008. In months with three pay dates, it may *appear* that your budget is overspent, however over the course of a year, if you ensure that you spend within your monthly purchasing plan, you will not overspend.

**Why are there sometimes delays in obtaining Provider Identification numbers for new employees?** CDC+ staff often find errors in completion of the I-9 Employment Eligibility Verification Form. When forms are completed incorrectly, CDC+ employees contact the consumer or representative to obtain corrected forms, however this can cause delays in

issuing a new Provider number. Visit the CDC+ website (<http://www.apd.myflorida.com/cdcplus/>) for instructions on how to properly complete this form.

**How can I receive checks more quickly? The mailed checks take several days to reach my home.** The agency has been very pleased with how smoothly the Electronic Funds Transfer (EFT) process has worked.

Employees and vendors who sign up for EFT service receive payment directly into their checking or savings accounts on the actual scheduled pay date. Even reimbursements and cash checks can be received via EFT. We strongly encourage you and your providers to take advantage of this free, convenient service. Please contact CDC+ Customer Service if you would like to receive EFT enrollment forms by mail, or you may download these forms from our website at

<http://www.apd.myflorida.com/cdcplus/docs/direct-deposit-form.pdf>.