

CDC+ Connection – Your Monthly Source of Helpful Information

April 2021

CDC+ Response to COVID-19

Due to the pandemic, the CDC+ State Office team is teleworking, so system access is limited. This has caused delays in processing times. Therefore, determinations and mailings may be delayed. We are also currently unable to process duplicate paystubs. We are working hard to ensure agency services, such as Applications, Quick Update, Purchasing Plans, and provider packet reviews, are processed quickly and efficiently. We appreciate your patience. More info about APD's response: <https://apd.myflorida.com/covid19/>

New CDC+ Staff Changes

Please join us in welcoming Chadwick Smith who is the new Operations Review Specialist in the Finance Department. He will be responsible for maintaining monthly budgets for all consumers on the CDC+ program.

Also join us in welcoming Tariek McNeal and Tangee Hinson who are both joining the CDC+ Customer Service Team. We are glad to have them on our team.

EVV Updates

CDC+ has launched the federally mandated Electronic Visit Verification (EVV) system. Only non-live-in DHEs and independent contractors (ICs) of In-Home Support (IHS), Personal Care Assistance (PCA), and Respite services (RSPH & RSPD) are required to participate. For more information, visit our one-stop EVV resource at <https://apd.myflorida.com/cdcplus/cdcevv.htm>.

If calling or emailing for assistance, please allow at least 48 hours for a response. Please be considerate of all CDC+ consumers and provide enough time for staff to review and research your issue before calling/emailing back or contacting another staff member. If you or your employee has problems accessing the app, you can call to log or approve EVV shifts using the new EVV phone number: 877-336-4579.

Background Screening & Hiring Non-Waiver Agency Providers

CDC+ allows consumers to hire agencies that may not be approved in the waiver. However, non-waiver providers must still be registered in the Clearinghouse in order to provide services for a CDC+ consumer. Representatives who are interested in hiring a non-waiver agency provider, can email Felicia Jones at Felicia.jones@apdcares.org to request a Letter of Intent for CDC+ Non-Waiver Providers. This letter is to be completed by the provider and emailed back to Ms. Jones, who will process the information and enter the agency into the Clearinghouse, at which time screening of all employees can occur.

REMEMBER: Each non-waiver agency that requests this intent letter and is entered into the Clearinghouse MUST have their own employee roster, as agencies cannot be listed on a CDC+ participant's roster. Each participant can request a copy of the agency's roster to ensure that the provider working with them has been screened.

CDC+ Training Opportunities

We're excited to continue offering Skype trainings. For a full list of trainings, see apdcares.org/cdcplus/cdctraining.htm (all trainings scheduled in ET). To reserve a spot, email cdc.trgregistration@apdcares.org and include: 1) Training type, date, and time; 2) First and last legal name; 3) Region name or county of residence; and 4) Email address and phone number.

CDC+ Customer Service

Customer Service line: 1-866-761-7043
CDC+ fax line: 1-888-329-2731
Hours: Monday-Friday, 8 a.m.-5 p.m. ET