

### **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/>

### **If Your Representative Resigns/Changes**

If your CDC+ Representative decides to stop providing services, they must tell your Consultant the date their service will end at least a week in advance. If your Representative leaves and was unable to give prior notice, you or your parent or guardian must contact your Consultant within 24 hours of the Representative leaving. Your Consultant must immediately notify your APD Regional Office so the Representative's username and password can be deactivated, which will help to ensure that no invalid claims are made to your account. Consumers have up to 30 days to identify a new Representative, ensure the individual has been trained, and have the Consultant submit the required paperwork to APD. Participants may choose not to have a Representative if they are able to manage the responsibilities of the program on their own. Until the new Representative paperwork has been submitted, the only people authorized to submit payroll or discuss the participant's account with CDC+ customer service staff are the consumer, the consumer's Consultant, and the APD Area Liaison for CDC+.

### **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. Calling multiple CDC+ staff members could cause delays in processing for all CDC+ consumers, as multiple people could end up working the same issue. 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.

### **Duplicate W-2/1099 Request Form**

The 2020 CDC+ Duplicate W-2/1099 Request Form is available on the CDC+ page of the APD website. If an employee needs a duplicate W-2 or 1099, they should fill out the Duplicate Request Form and fax it to CDC+. If an employee's address is incorrect, they need to submit an Employee or Vendor Change of Address Form and a new W-4 or W-9 showing their new address along with the Duplicate Request Form. These forms are in the Appendix to the How-to Guide, under letter E-13 and F-9, at <http://apdcares.org/cdcplus/participants/>.

Once the form is received, a copy will be mailed directly to the employee's address on file. When requesting duplicate forms please keep in mind that it may take additional time to arrive, as the U.S. Postal Service is currently experiencing some delays with delivery.

## **Web-Based Payroll**

CDC+ wants to make sure everyone can get their payroll claims in on time, and the best way to do that is by submitting claims online. You can access the payroll submission at <https://apd.myflorida.com/cdcplus/submissions/>. When using the web-based payroll system, you can submit payroll claims any time – day or night – even when CDC+ is closed. You can also submit them weekly if you'd like, as long as you wait until after the last day of that payroll week to submit the claims. Additionally, you can print your submission tracking number or save it to your computer for easy retrieval.

If you are interested in submitting payroll through the website, but are not sure how to do it, call us! CDC+ Customer Service Representatives are happy to assist you with the process; just call on a non-payroll week and ask for assistance.

## **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](mailto: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:** All employees MUST be on the employee/contractor roster. This will not only ensure that you receive notifications about expiring prints, but this is also a requirement for record retention. Also, please inform CDC+ of any address changes immediately so that these updates can be incorporated. 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.

## **Be Prepared Before You Call**

Before you call CDC+ Customer Service to report your employees' time worked and purchases you have made from your vendors, please have your Consumer ID number, Provider ID numbers, all your employees' timesheets, and all invoices that you wish to submit in front of you. You will be asked a set of security questions and to confirm that you have the required documents. If you have any questions on payroll submission or how to maintain your documentation, please contact CDC+ Customer Service at 1-866-761-7043. The CDC+ website also has copies of the approved timesheet templates, Purchasing Plan templates, and other accounting tools at [apdcares.org/cdcplus](http://apdcares.org/cdcplus).

## **CDC+ Training Opportunities**

We're excited to continue offering Skype trainings. For a full list of trainings, see [apdcares.org/cdcplus/cdctraining.htm](http://apdcares.org/cdcplus/cdctraining.htm) (all trainings scheduled in ET). To reserve a spot, email [cdc.trgregistration@apdcares.org](mailto: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