

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

The 2022 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 or email to CDC+. Once the form is received, a copy will be mailed directly to the employee's address on file. If the employee's address is incorrect, they need to submit an Employee Change of Address Form and a new W-4 showing their new address, along with the Duplicate Request Form.

### **Provider Eligibility for Federal Income Tax Exemption**

As your fiscal agent, CDC+ produces and distributes the IRS Form W-2 or 1099. Providers can claim the exemption on their 1040 and be refunded by the IRS accordingly. Remember that 2014-7 exemption exempts your wages from being counted as taxable income. CDC+ paychecks received are still considered income to the employee.

### **Providers Not Receiving W-2s**

Any employees of the CDC+ program who qualified for and submitted the IRS Notice 2014-7 form, which means their earnings are not subject to federal income tax and who were also exempt from Social Security and Medicare (FICA) taxes will not receive a W-2 for the 2022 tax year. This change is intended to prevent problems that have occurred in the past, including the following: W-2 forms issued to employees who filled out 2014-7 and were exempt from FICA taxes created the misleading impression that these employees were paid \$0 for the year. This then caused problems for employees who needed to demonstrate proof of income, e.g., for a loan or rental application.

### **Customer Service Calls**

Customer Service employees are doing their very best to be available for consumers and Representatives who call. To provide quality customer service and the shortest possible wait time, we ask callers to be patient with the Customer Service team, as they may need to research your concerns and call you back once they have done so. Reminder: CDC+ can only speak with the authorized consumer/Representative or Consultant on file. We cannot discuss any information with a paid employee, independent contractor, or agency/vendor.

### **Web-Based Payroll**

CDC+ wants to make sure everyone can get their payroll claims in on time. 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 are required to enter your username and password. If you have not received this information or do not remember your information, CDC+ Customer Service Representatives are happy to assist you with the process; just call on a non-payroll week and ask for assistance.

### **Is Your CDC+ Information Current?**

During a natural disaster, being able to receive updates is crucial. Please verify that CDC+ has the correct contact information on file (such as email address, phone number, etc.). Doing so will ensure that you are able to receive these updates. Also, please verify your employees' payment information. If you have any employees who receive paper checks, please encourage them to sign up for direct deposit (can be a savings or checking account) or to a Rapid! Visa Pay card. Doing so will ensure the employee gets paid during a natural disaster. The U.S. Postal Service cannot always deliver mail after a natural disaster. Electronic deposits eliminate concerns about checks

being lost or delayed in the mail, as paychecks are deposited directly into employees' accounts.

### **Leaving Voicemails/Emails**

Please provide all staff at least 48 hours to respond to voicemails or emails. Do not call or email a different staff member, as this can cause delays in processing for all CDC+ consumers and employees. If you need immediate assistance, please contact the Customer Service team to let them know this is a matter that cannot wait. Please be considerate of all CDC+ consumers and provide enough time for CDC+ staff to review and research your issue.

### **Submitting Claims for Reimbursement**

As a standard practice, justification must be submitted for reimbursements over \$100.

When submitting justification for reimbursement, please include the following:

- The cover sheet with the consumer's name and ID number listed. This will ensure the documents are reviewed for the correct consumer.
- A copy of the paid invoice or receipt showing a zero balance. Each invoice or receipt should have Paid in Full written on it and include the consumer's name, vendor's signature, vendor's printed name, and vendor's title.

NOTE: If the invoice or receipt is for CMS, the vendor's signature is not required.

**CDC+ must receive this documentation by 2 p.m. on the Tuesday of a payroll processing week** for your claims to be included on that payroll. Any documentation received after 2 p.m. will cause those reimbursement claims to be held until the next payroll.

### **Consumer/Representative Responsibilities**

As a consumer/Representative, you are responsible for keeping your username and password safe. Per the CDC+ Rule Handbook (2-3, 2-4), you must "not disclose any username, user ID, or password associated with the Consumer to unauthorized persons." Each username and password combination are assigned to a single person. The Handbook also requires you to "keep the consumer's

CDC+ information confidential" (2-4). If anyone other than the authorized consumer or Representative enters the Secure Web or calls CDC+ Customer Service and impersonates the consumer/Representative, it is a breach of this confidential information and will be in violation of these two critical rules. This action may result in disenrollment from the CDC+ program.

### **CDC+ Training Opportunities**

We are excited to continue offering trainings through Go-To. For a full list of trainings, visit [apdcares.org/cdcplus/cdctraining.htm](http://apdcares.org/cdcplus/cdctraining.htm). All trainings are scheduled in Eastern Standard Time (EST). To reserve a spot, email [cdc.trgregistration@apdcares.org](mailto:cdc.trgregistration@apdcares.org) and include: 1) Training type, date, and time; 2) Legal first and last name; 3) Region name or county of residence; and 4) Email address and phone number.

### **CDC+ Customer Service**

CDC+ Customer Service line: 1-866-761-7043

CDC+ fax line: 1-888-329-2731

Hours: Monday - Friday, 8 a.m. - 5 p.m. EST