

CDC+ Connection – Your Monthly Source of Helpful Information

September 2023

Florida Minimum Wage Increase

Effective September 30, 2023, Florida's minimum wage will increase to \$12.00 per hour. If you currently have Directly Hired Employees (DHEs) earning less than \$12.00 per hour, you must submit a purchasing plan update increasing their hourly rate for an effective date of October 1, 2023. Remember that DHEs providing Supported Employment, Personal Care Assistance (PCA), In-Home Supports (IHS), Companion, Respite, or Behavior Assistance must make at least \$15 per hour. Keep these wages in mind when negotiating new employee rates.

Employer of Record

CDC+ often receives calls requesting verification of employment. The CDC+ Consumer is the employer of record. If they are unable to verify employment, then the CDC+ Representative must do so. CDC+ is the Fiscal Employer/Agent (FEA). We work alongside our sub-agent, Mains'L, to ensure payments are made and paystubs are sent to the CDC+ Consumer/Representative. This does not mean that CDC+ or Mains'L are the employer of record. The provider is hired by and works directly for the Consumer.

Payroll Check Stubs Being Requested

CDC+ has recently been inundated with requests for copies of payroll check stubs. CDC+ is not the Employer of Record. The Representative receives a copy of all Electronic Funds Transfer (EFT) notifications and any paper checks. The Representative is acting on behalf of the CDC+ Consumer and is responsible for providing a copy of either the EFT notification or paper check to the provider. Please verify the provider's address on file with CDC+ by looking at the pay stub under the provider's name. If this information is no longer correct, please submit a change of name and address form.

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.

Web-Based Payroll

To ensure everyone can get their payroll claims in on time, CDC+ encourages you to submit claims online at

<https://apd.myflorida.com/cdcplus/submissions/>

This web-based payroll system allows you to submit payroll claims any time – day or night – even when CDC+ is closed. Payroll claims can also be submitted weekly, but only after the last day of that payroll week. Additionally, you can print your submission tracking number or save it to your computer for easy retrieval. Each consumer or representative is assigned a username for the web-based system. If you are interested in submitting payroll through the website but are not sure how, call us! CDC+ Customer Service Representatives are happy to help with the process; just call on a non-payroll week and ask for assistance.

Restricted and Unrestricted Services

CDC+ consumers may purchase Goods and Services specific to self-direction called Individualized Supports and Services. All Individualized Supports and Services must be specific to, and consistent with, the symptoms or confirmed diagnosis of the consumer's developmental disability and be linked to an

assessed need or related goal established in the consumer's support plan. Services can fall into one of two categories: Restricted or Unrestricted. Each category is described below.

- Restricted services are approved on a consumer's APD iConnect cost plan. These services may be prescribed by a physician and may require providers to have professional licensure or certification. If there are restricted services listed on a consumer's cost plan, the service must also be listed in the services section of the consumer's purchasing plan.
- Unrestricted services are services and supports that a CDC+ consumer may purchase to clearly meet the consumer's needs and goals, as identified in the APD iConnect support plan. Please also refer to the service code chart as well as the Quick Reference Guide for more information. Both forms are located under the Appendix to How-to Guide, letter G, on the CDC+ Consumer Resources page of the APD website.

Supporting Documentation

Every service and support requested to be purchased from the Savings section of the Purchasing Plan must be justified in writing when the Purchasing Plan is submitted for approval, unless the item requires prior approval of APD Central Office as specified in limitations for Restricted or Unrestricted services. The justification must explain how the service or support is consistent with an assessed need, necessary to ensure the Consumer's health or safety or to increase independence and is feasible based on the Consumer's monthly Savings.

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.

Live-In Status:

A reminder about CDC+ live-in status. A provider's live-in status is determined by their response on the Employee Information Form or directly-hired employees or Vendor Information Form for Independent Contractors and Agency/Vendors. If you need to make a change to a provider's live-in status to conform to IRS Fact Sheet #79B, please submit a new EIF or VIF with the new status indicated. If the provider has moved, please follow completely directions on our Change of Address forms. Remember: live-in providers don't need to participate in Electronic Visit Verification but don't get paid overtime for working more than 40 hours in a week.

CDC+ Website Information

The CDC+ website contains information on the CDC+ program and may also answer questions you might have. You can find it here:

<https://apd.myflorida.com/cdcplus/>. The left-hand column provides a list of Important Links, which can help you navigate the website.

Attend a Training

CDC+ offers several different trainings each month via Go-to meeting. We encourage you to review the trainings we offer and to sign up for any training that interests you. The trainings offered provide a lot of information that is beneficial to everyone on the program; regardless of if you have been on the program for less than one month or over 20 years. 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