



June 2025

# CDC + Connection

KEEPING YOU UPDATED  
WITH ESSENTIAL  
INFORMATION

## Introducing Christine Pawelczyk - CDC+ Administrator

I would like to take a few moments to introduce myself as the new Consumer Directed Care Plus (CDC+) Administrator. I began my career in social services approximately 20 years ago, which includes over 11 years' experience working with various Home and Community-Based Service (HCBS) programs. From 2020-2025, I worked for the Agency for Health Care Administration's (AHCA) Bureau of Medicaid Policy as a part of the Specialized Health Services Unit. Prior to 2020, I had served as an Executive Director for a nonprofit agency and in other management and direct service roles. I am hopeful that my career experience will help move the CDC+ program forward.

CDC+ has a strong team, and I look forward to being part of the programs continuing success!

## Background Screenings for Natural Supports

All providers in CDC+, including family members, are subject to the Background Screening provisions of section 409.221(4)(i), Chapter 435, and section 408.809, F.S. A complete provider packet is not needed for providers of natural support; however, the consumer/representative should include a copy of the approved screening. Please indicate on the screening that the provider is a natural support worker so that a deficiency notice is not sent.

## New Background Clearinghouse Website

AHCA recently began rolling out Clearinghouse enhancements in a multi-phase project. Due to an increase in volume, there may be a delay in receiving your log-in email. Please be patient. Instruction Guides can be found on the website. Please take a moment to make sure you can access the portal at [here](#). It may be necessary to register again. While there, make sure the consumer's employee roster and employee fingerprints are up to date. In addition to the initial background screening, providers are required to submit a 5-year rescreening. Information related to the requirements for the Employee/Contractor Roster can be found [here](#). Rosters are required.

## CDC+ and Service Ratios

CDC+ service ratio is 1:1. No CDC+ provider can bill for the same hours twice, regardless of provider type. The number of hours worked and entered on the employee's timesheet must be only that portion of time that best reflects the total time spent *solely* with each Consumer. See "Duplication of Services" on page 3-8 of the [CDC+ Handbook](#) for additional information and guidance.

## Web-Based Payroll

CDC+ wants to make sure everyone can access their payroll claims on time, and the best way to do that is by submitting claims online. You can access the payroll submission [here](#). 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, a CDC+ Customer Service Representative can assist you with the process; just call on a *non-payroll week* and ask for assistance.

## Reconciling Your Account

CDC+ participants are required to reconcile their account every month to avoid overspending and/or to plan for future purchases. Overspending and not keeping proper records could result in employees not being paid, being put on a Corrective Action Plan (CAP), and/or disenrollment from the CDC+ Program.

## Electronic Visit Verification

You can find Electronic Visit Verification (EVV) tips and FAQs [here](#). If you cannot find an answer or are still experiencing problems with EVV, you may contact us at [cdc.evv@apdcares.org](mailto:cdc.evv@apdcares.org).

Please do not have your provider's call. Simply acknowledging the provider's EVV participation would divulge the consumer's Medicaid eligibility, which we cannot do. Undelivered letters or letters mailed to the wrong address cannot be re-sent via USPS. In this situation, CDC+ would email the information to pass on to the representative.

## Emergency Backup Plan

Each CDC+ consumer is required to develop an emergency backup plan prior to managing a budget on CDC+. *The personal emergency portion of the emergency backup plan allows consumers to identify circumstances that would cause an emergency.* The emergency backup plan must address the following:

- What would the consumer do if a primary provider of a critical service failed to report to work or was unable to perform their job at the scheduled time and place?

- What would the consumer do if they experienced a personal emergency (e.g., house fire, an accident in which they were injured, or the loss of a loved one)?

- What would the consumer do if there were a communitywide emergency (e.g., a hurricane requiring evacuation)?

- What would be done in case of an unexpected shortage of funds (e.g., state budget shortfalls resulting in a severe cut in program funds)?

- What would be done if the selected Representative could no longer act as the designated Representative?

**Important:** The plan must be reviewed and updated, if necessary, during the annual support planning process. Please take time to review your current Emergency Backup Plan and update if needed.

## Emergency Back-up Providers

For the health and safety of CDC+ consumers, all emergency back-up (EBU) providers for Critical Services must be valid providers and not place-holders to meet program requirements.

Be mindful of provider approval status of infrequently used EBUs. After more than 90 days of not providing services for the consumer, a new provider packet would need to be submitted.

## Account Maintenance Tips

Getting audited? Both CDC+ and Qlarant provide guidance for having a successful audit. Go [here](#) and select Provider Review Tools, then CDC+ Representative (under Service Specific Individual Record Review (SSRR) for a list of what you'll need to have available. For CDC+, the consultant's Participant Review form can be used as a checklist to ensure success in all aspects of program management.

## CDC+ Training Opportunities

The training calendar is available online at [CDC Training Calendar](#). Upcoming training includes a Saturday training date for new CDC+ Consumers/Representatives.

Registration instructions for our online training courses are available on our webpage. To register, you may send an email to [cdc.trgregistration@apdcares.org](mailto:cdc.trgregistration@apdcares.org).

## CDC+ Customer Service

CDC+ FAX:	Customer Service	Hours of Operation
888-329-2731	866-761-7043	Monday-Friday, 8 a.m.-5 p.m. ET