

**CDC+ CONSULTANT ADVISORY #2020-015**  
**[NATURAL DISASTER PREPAREDNESS]**

**ACTION REQUIRED**

**PLEASE READ- NATURAL DISASTER**

As we continue to monitor COVID-19 across the state, CDC+ is looking for ways to improve aspects of payroll during natural disasters for both Consumer/Representatives and their employees.

As you know, CDC+ currently mails all employees' paychecks (for those employees receiving a paper check) or paystubs (for employees receiving direct deposit to a bank account or Rapid! Pay Card) directly to the CDC+ Consumer/Representative via the U.S. Postal Service. The Consumer/Representative must then make copies of these documents for their records and distribute the originals to the indicated employee, agency/vendor, or independent contractor.

During a natural disaster (such as a hurricane, pandemic, etc.), mail may be interrupted, making copies may be cumbersome, and getting paychecks to employees could be difficult. The solutions below will make both tasks easier: **Please Note: If our fiscal intermediary (Mains'L) or State Office is closed, CDC+ cannot guarantee the mailing of paper checks.**

- During times of natural disasters, CDC+ would like to email copies of employees' paystubs directly to the Consumer/Representative. This will allow for easier distribution as you will be able to forward a copy to the employee while retaining a copy for yourself. In order to do this, we must have a current email address on file for the Consumer/Representative. This must be an email address that only the Consumer/Representative has access to and one that they can easily access.
- To ensure employee's paychecks are not delayed during times of natural disaster, we encourage all employees to sign up for an Electronic Funds Transfer (EFT) either to their bank account (can be a savings or checking account) or to a Rapid! Visa Pay card. This will ensure the employee's funds are in their bank and available. The U.S. Postal Service cannot always deliver mail after a natural disaster (roadways may be blocked, local businesses and government offices may be closed, etc.). Electronic deposits eliminate concerns about checks being lost or delayed in the mail, as paychecks are deposited directly into employees' accounts.

Out of an abundance of caution, CDC+ will temporarily expedite EFT requests for any employees who currently receive paper checks, if the following are submitted: The EFT form and a voided check with preprinted name or signed bank letter or the Rapid! Pay Card request Form. If you currently have any consumer/representatives whose email address needs to be updated, CDC+ will temporarily accept changes via email if the following is submitted: A spreadsheet that includes the consumer name, ID number, and new email address. For your convenience, these forms are attached to this advisory and **will be accepted until March 18, 2020**. After this date normal protocol will resume. As always, we encourage you to stay up to date on the current information available regarding COVID-19.

**COVID-19 Public Website and Call Center**

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Natural Disaster Preparedness  
March 13, 2020

Please visit the Department of Health's dedicated [COVID-19 webpage](#) for information and guidance regarding COVID-19 in Florida.

For any other questions related to COVID-19 in Florida, please contact the Department of Health's dedicated COVID-19 Call Center by calling 1-[\(866\) 779-6121](tel:1-866-779-6121). **The Call Center is available 24 hours a day.** Inquiries may also be emailed to [COVID-19@flhealth.gov](mailto:COVID-19@flhealth.gov)