

CDC+ Frequently Asked Questions

Monthly Statement and Budget Tracking

The wrong Consultant name appears on my statement, or the name of my consultant does not appear on my statement at all. Why is this?

If the wrong consultant name is on your statement, this means CDC+ was not notified of your change in consultants. Contact your consultant immediately.

Should the “beginning balance” on a statement always be the same as the “ending balance” on the prior month’s statement?

Yes it should. If the “beginning balance” is different than the “ending balance” of the previous month’s statement, please contact CDC+ immediately.

Why don’t the Medicaid deposits occur on the first of the month?

APD typically requests Medicaid funds from AHCA on the first Thursday of the month and receives them on the following Wednesday. APD is careful to ensure that the funds are available for payment of timesheets, invoices, and reimbursements regardless of the date of the Medicaid deposit.

What happens if an adjustment is made in a prior month? For example, what if I receive an incorrect check and return it to APD the following month? Which month’s statement will show the returned check?

Your monthly statement reflects your transactions on a cash basis. This means that if you return a check to APD the next month, the adjustment will appear in the month that it is returned.

Why doesn’t the statements include a “services” and “savings” section?

APD combines all funds into a single account, and funds in that account are available to pay for authorized goods and services from either the services or savings sections of your purchasing plan. The purchasing plan permits you to set aside a certain amount each month to purchase the savings items listed in the savings section. These funds

remain in the account* available to be spent for authorized services or savings items. Additionally, if you spend less for services than allocated in your purchasing plan, unspent funds will remain in the account for later use for authorized services or savings goods and services. It may be helpful to compare your CDC+ account to a checking account. Each month funds are deposited into this account, and the consumer can draw on the account by submitting payment requests for authorized goods or services from the Services or Savings sections. Any unspent funds are “carried forward” into the next month, and will be available to purchase authorized goods and services in future months. As always, funds provided to the consumer for “restricted” services, including behavior therapy, physical therapy, occupational therapy, and skilled nursing must be spent for those services, and if they are unspent they must be returned to the state rather than spent for other types of goods and services. However, funding for “unrestricted” services, including personal care assistance, respite, etc., may be used more flexibly. Please refer to the CDC+ service code chart or contact your consultant if you have questions regarding restricted and unrestricted services.

Is the “ending balance” showing on my statement the amount available to me to spend next month?

Not necessarily. Statements will be sent days or weeks after a reporting period ends. It is important that you subtract from the ending balance any payroll items that you have submitted for payment that have not yet appeared on the monthly statement. Very often you will have recently submitted claims that do not appear on the statement, and you need to take these into consideration when determining your available funding.

The bi-weekly payroll makes it difficult for me to know exactly how much is available to spend, and it makes it hard for me to know whether I’m planning my monthly services correctly.

The best way to make sure that you are spending within your budget is to make purchases monthly in accordance with your current purchasing plan. With a bi-weekly payroll, there are 26 pay periods every year, which means that each year, two months will have three pay dates. In months with three pay dates, it may *appear* that your budget is overspent, however over the course of a year, if you ensure you spend within your monthly purchasing plan, you will not overspend.

*As always, unused funds are subject to periodic reinvestment by the Agency for Healthcare Administration.

Why are there sometimes delays in obtaining Provider Identification numbers for new employees?

CDC+ staff often find errors in completion of the I-9 Employment Verification Form. When forms are completed incorrectly, CDC+ employees contact the consultant to obtain corrected forms, however this can cause delays in issuing a new Provider number.

How can my Directly Hired Employees, Independent/Contractors and Vendors be paid? How are reimbursements paid?

- Directly Hired Employees have the choice of getting paid in two different manners.
 - Direct Deposit/Electronic Funds Transfer (EFT) or
 - rapid! PayCard Visa Payroll Card.
- Independent Contractors [IC] or Vendors [AV] cannot be issued a rapid! PayCard. They can receive payment only by Direct Deposit/Electronic Funds Transfer (EFT)
- Vendors [AV] are the only providers that can be issued a paper check.
- Consumers and consumer/representative can receive reimbursements by Direct Deposit/Electronic Funds Transfer (EFT).