

CDC+ CONTACT SHEET

For questions about the status of services or supports authorized in your Purchasing Plan, questions about payroll or bookkeeping, or general questions about the program, call the following people in this order:

1. Your consultant, _____ at _____
2. Your APD Area CDC+ Liaison, _____ at _____
3. Or, call the APD CDC+ Program in Tallahassee, toll free, at **1-866-761-7043**

CUSTOMER SERVICE HOURS OF OPERATION

8 am – 5 pm (Eastern time) Monday-Friday

Call Customer Service if you need any assistance with payroll issues or have any questions about your monthly statement that your consultant OR area liaison cannot answer.

- **To send a Fax to the APD CDC+ Program in Tallahassee, toll free:**

1-888-329-2731

- **To send an e-mail to the APD CDC+ Program in Tallahassee:**

Apd.cdc.documents@apdcares.org

Other Important Names and Numbers:

For individuals who use a TTY device (text telephone), the State of Florida has implemented a telephone relay service to assist you. You will only need to dial 711 to receive assistance in connecting to any person or office, using your TTY device anywhere in the State. This service is provided at no charge to the caller. When you dial 711, a communications assistant (CA) will answer. You simply give him or her the CDC+ customer service number, and the CA will remain on the line to provide communication assistance. If you have not used the service before, the CA will explain how to use it.