



August 2025

CDC + Connection

KEEPING YOU UPDATED
WITH ESSENTIAL
INFORMATION

New APD Webpage

The Agency for Persons with Disabilities (APD) is excited to announce the launch of our new [website](#). Information on the Consumer Directed Care Plus (CDC+) Program can now be found under the Pathways to Services → Medicaid Waiver Services tab.

Background Screening Requirement

All CDC+ Consumers/Representatives must comply with background screening requirements.

Florida law requires all CDC+ Representatives (excluding self-representatives), Directly Hired Employees, and Agency/Vendor direct-care staff to undergo background screening, pursuant to sections 409.221 and 393.0655, Florida Statutes (F.S.). Additional details are available in the Background Screening of CDC+ Representatives Advisory (dated August 1, 2025) on the [CDC+ webpage](#).

One benefit of the background screening clearinghouse is that, once your employees are entered into the system, you will be notified of any arrests or disqualifying offenses. If you learn that a provider listed on the current Purchasing Plan has been arrested for a disqualifying offense, that provider must immediately stop providing services while the matter is resolved through the legal system.

In these instances, the provider's number will be end-dated on the day CDC+ becomes aware of the disqualifying issue. To resume providing services, the employee or staff member must complete a new screening through the background screening clearinghouse and be re-

added to the employee roster. Once the new screening is complete, please submit:

- A new provider packet, including a copy of the current background screening
- A quick update

You must receive confirmation that the provider packet has been processed before the employee or staff member can return to work. Background screenings are required every five years, and all employees, staff, and Representatives must be listed on the employee roster. Consumers and Representatives are responsible for maintaining and updating the roster whenever staffing changes occur.

CDC+ Peer Support Group Meetings

Peer Support Group meetings are an excellent opportunity to connect with other CDC+ Representatives and gain a deeper understanding of the program. Information about each group is available on the [CDC+ webpage](#).

Staying Within Your Monthly Budget

To avoid overspending, plan how you will use the hours approved on your Purchasing Plan each month. Dividing total hours by four weeks is not accurate, since most months have 30 or 31 days.

You can stay on track by either scheduling employee hours on a monthly calendar, so they match the total approved hours, or by dividing total hours by 4.33 to get a more accurate weekly number.

Even in months with three payroll dates, you will remain within budget if you follow your approved hours.

Reconciling Your Account

CDC+ Consumers must reconcile their account each month to prevent overspending and plan for future purchases. Failure to keep accurate records may result in employees not being paid, being placed on a Corrective Action Plan (CAP), or even disenrollment from CDC+.

To stay on track:

- Reconcile your account monthly
- Keep a log of payment submissions
- Track employee schedules
- Submit payroll on time
- Ensure claims are paid from the current month’s budget (do not rely on future deposits)

Virtual training, including reconciliation training, is available. Course details, calendars, and registration links can be found on the [CDC+ webpage](#).

Consumer/Representative Responsibilities

The consultant, regional office, and State Office will return any provider packets or plans that do not meet the consumer’s needs and goals, contain errors, or fail to comply with the policies and procedures outlined in the CDC+ Rule Hand

book. Consumers and Representatives are responsible for correcting and resubmitting packets and plans to CDC+ before the requested effective date. For more details on the Purchasing Plan submission process and timelines, see the [CDC+ How-To Guide](#).

Emergency & Disaster Overview for Persons with Disabilities

Disasters can happen at any time, often without warning. It is especially important for Floridians with disabilities and other special needs to have a plan in place and know what to do during an emergency.

The Florida Division of Emergency Management [website](#) provides resources tailored for individuals with disabilities and their families to help prepare, stay safe, and recover.

Preparation is key. Be informed about the types of emergencies most likely in your area and plan accordingly. Assess your personal situation, identify special arrangements you may need, and build a Disaster Supply Kit with essential items and medications you use daily. Keep the kit portable and up to date and know the resources available in your community.

Maintain a full gas tank and ensure your vehicle is in good condition. In any emergency, follow official instructions, remain calm, be patient, and think carefully before taking action.

CDC+ Customer Service

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