



November 2025

CDC + Connection

KEEPING YOU UPDATED
WITH ESSENTIAL
INFORMATION

CDC+ Representative Background Screening Requirement Reminder

As a reminder, all Consumer Directed Care Plus (CDC+) Representatives must comply with background screening requirements.

Florida law requires all CDC+ Representatives (excluding self-representatives), to undergo a 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](#). Information on the Clearinghouse can be found here as well.

The chart below provides the due date for each CDC+ Representative to have successfully completed, passed, and submitted their level 2 background screening to the CDC+ program, based on the Region that serves the CDC+ Consumer. All providers and the CDC+ Representative **must** be on the Clearinghouse Roster.

Consumer Region:	CDC+ Representative Background Screening Due:
Southern	August 31, 2025
Suncoast	September 30, 2025
Southeast	October 31, 2025
Northwest and Northeast	November 30, 2025
Central	December 31, 2025

W-2 Time is Quickly Approaching

Please ensure any employee with a new address submits an Employee or Vendor Change of Name/Address form. The Fiscal Employer Agent (F/EA) must have a current address on record to receive their IRS Form W-2 or 1099, and to file their tax return. They must attach a new W-4 or W-9 with their new address, per the instructions. Changes should be submitted by December 15, 2025, to help ensure the employee receives their W-2 or 1099.

Proper Purchasing Plan Justification

As with all government programs, CDC+ requires justification for all services and supports being requested on the purchasing plan and/or quick update. Any service or support requested in the savings section of the purchasing plan must be justified in writing when the purchasing plan and/or quick update is submitted for approval. Not including justification could cause delays in approvals.

As a reminder, A Purchasing Plan update needs to be submitted for the month that follows a Quick Update submission showing changes made to the Purchasing Plan.

Submitting Claims for Reimbursement

As a standard practice, justification must be submitted for all reimbursements over \$100. When submitting justification for reimbursement, please include the following: 1) A cover sheet with the consumer's name and ID number listed. This will ensure the documents are reviewed for the correct consumer and processed

quickly. NOTE: If this information isn't included, the claim may not be processed until they are provided. 2) A copy of the paid invoice or receipt showing a zero balance. Paid in full should be written on the invoice or receipt. Each invoice or receipt must include the consumer's name, as well as the vendor's printed name, signature, and title. NOTE: If the invoice or receipt is for CMS, the vendor's signature is not required. NOTE: You only need to submit a reimbursement claim ONCE. Please do not duplicate a claim if the reason for denial was due to lack of documentation.

Consumer/Representative Demographics

Please make sure there is a current working email address, phone number, and accurate mailing address on file for all active CDC+ Representatives and/or Consumers. To ensure compliance with HIPAA laws and regulations, email addresses may not be the same as a provider's email address.

Out of Country Consumers

According to Florida Administrative Code Rule 59G-1.050(9), Florida Medicaid does not cover services provided to recipients when they are outside of the United States (U.S.), or for services rendered by providers who are not in the U.S. CDC+ employees cannot be paid and may not bill during the time a Consumer is out of the country.

Hospital Stays and Billing

When a Consumer is admitted to the hospital or rehabilitation facility, their Medicaid/Medicare remains in place and will fund the hospitalization and other services/treatments received during the hospital stay. For this reason, CDC+ employees cannot be paid, and CDC+ employees may not bill during the time a Consumer is in a hospital or rehabilitation facility. Billing during this time would be a duplication of services and could be considered Medicaid fraud. If you have questions about billing, contact your consultant and/or CDC+ customer service.

Your Input is Needed

The 2025 CDC+ satisfaction survey was posted on the CDC+ website and the Payroll System in October 2025. The survey contains questions related to your satisfaction with various aspects of the CDC+ program. You may access the survey through a link in the Payroll System, or directly through the CDC+ Web Page.

Your response to this survey is essential to us in making improvements to the program. All responses to the surveys are confidential. We look forward to receiving your feedback!

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