



September 2025

CDC + Connection

KEEPING YOU UPDATED
WITH ESSENTIAL
INFORMATION

CDC+ Representative Background Screening Requirement

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](#).

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

| 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 |

CDC+ Representative Resignations or Changes

If your CDC+ Representative decides to discontinue providing services, you must inform your consultant of the date their service will end at least a week in advance. If your Representative leaves and is unable to give prior notice, you or your parent/guardian must contact your consultant within 24 hours of the CDC+ Representative leaving. Your consultant must immediately notify your Agency for Persons with Disabilities (APD) Local Office so the CDC+ Representative's username and password can be deactivated. This will help APD ensure that no invalid claims are made to your account.

You have up to 30 days to identify a new CDC+ Representative, ensure the individual has been trained, and submit the required paperwork to your consultant to submit to APD.

As the CDC+ Consumer, you may choose to be your own representative if you have the capacity to manage the responsibilities of the program on your own.

Until the new CDC+ Representative paperwork has been submitted, the only people authorized to submit payroll with CDC+ customer service staff are you (the CDC+ Consumer), and the APD Local Office for CDC+.

Representative Email Address

Please make sure there is a current working email address on file for all active CDC+ Representatives. The email address should not be the same as a provider email address. This is to ensure compliance with HIPAA laws and regulations.

Florida Minimum Wage Increase

Effective September 30, 2025, Florida’s minimum wage increases to \$14.00 per hour. If you currently have directly hired employees (DHEs) earning less than \$14.00 an hour, please be sure to submit an updated purchasing plan reflecting the rate increase, effective October 1, 2025. Please keep this wage increase in mind when negotiating new employee rates.

Web-Based Payroll

CDC+ wants to make sure everyone can submit their payroll claims on time, and the best way to do that is by submitting claims online. This is the preferred way to submit claims. You can access the portal through the following link:

[CDC+ Timesheet & Invoice Entry System](#)

CDC+ Acts as Fiscal Agent

CDC+ acts as the fiscal agent (with Mains’l Services as APD’s subagent) for all CDC+ Consumers who participate in the program. CDC+ is not the employer of record. The CDC+ Representative/Consumer receives a copy of all Electronic Funds Transfer (EFT) notifications and any paper checks. These copies will sometimes include the name “Mains’l,” which will also appear on the Medicaid Statement of Benefits, where the amount billed will match the CDC+ Consumer’s monthly budget amount.

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 |