



July 2025

# CDC + Connection

KEEPING YOU UPDATED  
WITH ESSENTIAL  
INFORMATION

## CDC+

The Consumer Directed Care Plus (CDC+) is a Florida Medicaid program of the Agency for Persons with Disabilities (APD) that permits certain consumers to self-direct their own Personal Assistance Services. The CDC+ program operates under the authority of section 1915(j) Medicaid State Plan Amendment of the Social Security Act and governed by Title 42, Code of Federal Regulations (CFR) Part 441, Chapter 393, Florida Statutes, and Section 409.221 of Florida Statutes.

## CDC+ Training Opportunities

The updated 2025 training calendar will be available soon on the [CDC+ webpage](#) under the CDC+ Training Calendar section. The upcoming training schedule will include one Saturday date for new CDC+ Consumers/ Representatives.

Registration instructions for our online training courses can be located on the [Training and Education webpage](#).

## CDC+ Office Closures

The CDC+ offices (including the toll-free Customer Service line) will be closed on official, state-recognized holidays. Upcoming dates:

- Labor Day – **Monday 09/01/25**
- Veterans Day – **Tuesday, 11/11/25**
- Thanksgiving – Thursday, 11/27/25
- Thanksgiving – Friday, 11/28/25
- Christmas Day – Thursday, 12/25/25

Please note the **bold** dates fall during a payroll week. The Secure Web Payroll System is

available 24/7 to submit your claims and can be accessed [here](#).

## CDC+ Direct Deposit Option

CDC+ requests direct deposit to be utilized. Direct deposit has several benefits including:

- Receiving your money the day it is sent out.
- Having money available immediately, even if your mailbox is inaccessible or you must leave your home suddenly.
- Receiving money on time, even when banks are closed.
- CDC+ can issue funds through direct deposit into a savings account.
- Avoiding delays due to missing checks. Employees who do not receive their paper checks for any reason must wait 10 days, as the company must verify that the checks are not cashed before issuing new ones.

Please encourage your employees to sign up for direct deposit.

## Submitting for Reimbursement

As a standard practice, justification must be submitted for reimbursements over \$100. When submitting justification for reimbursement, please include the following:

- The cover sheet with the consumer's name and ID number listed. This will ensure the documents are reviewed for the correct consumer.
- A copy of the paid invoice or receipt showing a zero balance. Each invoice or receipt should have "paid in full" written on it and include the

consumer’s name, along with the vendor’s signature, printed name, and title.

**Please Note:** CDC+ must receive the documentation by **2 p.m. on the Tuesday of a payroll processing week** for claims to be included on that payroll. Any documentation received after 2 p.m. will be held until the next payroll.

## Employment Verification

As a participant in this program, the consumer or his/her designated representative is the employer of record and as such is required to maintain detailed employment records. This person should be consulted for complete information regarding employment verification and earnings Statements and/or copies of the employee’s W2 forms. For more detailed information regarding this program go to our new webpage [here](#).

## Representative Email Address

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

## Restricted Versus Unrestricted Services

CDC+ consumers may purchase Goods and Services specific to Self-Direction called Individualized Supports and Services. All Individualized Supports and Services must be specific to, and consistent with, the symptoms

or confirmed diagnosis of the consumer’s developmental disability and be linked to an assessed need or related goal established in the consumer’s support plan. Services can fall into one of two categories: Restricted or Unrestricted. Each category is described below:

- Restricted services are approved on a consumer’s APD iConnect cost plan. These services may be prescribed by a physician and may require providers to have professional licensure or certification. If there are restricted services listed on a consumer’s cost plan, the service must also be listed in the services section of the consumer’s purchasing plan. Funds related to these services may only be used for restricted services. (e.g., Physical Therapy, Adult Dental Services, Behavior Analysis Services, Dietitian Services, Durable Medical Equipment and Supplies, etc.)
- Unrestricted services are services and supports that a CDC+ consumer may purchase to clearly meet the consumer’s needs and goals, as identified in the APD iConnect support plan. (e.g., Companion Services, Consumable Medical Supplies, In-Home Support Services, etc.)

## 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.

### 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