



March 2026

CDC + Connection

KEEPING YOU UPDATED
WITH ESSENTIAL
INFORMATION

CDC+ Background Screening Requirements

All Consumer Directed Care Plus (CDC+) Representatives and employees must comply with background screening requirements. All employees and the CDC+ Representative must be listed on the Clearinghouse Roster, which must be kept current at all times. Any person who is not in compliance with these requirements will not be permitted to serve any CDC+ Consumer.

The CDC+ Consumer or CDC+ Representative is responsible for ensuring all CDC+ providers have a current level 2 background screening. Screening requirements are outlined in the [Consumer-Directed Care Plus Program Coverage, Limitations, and Reimbursement Handbook](#) beginning on page 3-1, which states:

- ✓ *All providers in the CDC+ program, including family members, are subject to the Background Screening provisions of section 409.221(4)(i), Chapter 435, and section 408.809, F.S.; CDC+ Consumers and Representatives shall not hire or allow provision of services until the completion of the Background Screening process.*
- ✓ *Failure to comply with the Background Screening requirements of sections 409.221(4)(i), section 408.809, and Chapter 435, F.S., may lead to disenrollment from the CDC+ program.*
- ✓ *Any provider or Representative required to undergo employment screening who refuses to cooperate or refuses to submit the information*

necessary to complete the screening, including fingerprints when required; must be disqualified for employment in such position or, if employed, must not be allowed to continue serving a CDC+ Consumer. If a provider is arrested for a disqualifying offense, the provider must cease providing services to the CDC+ Consumer.

As outlined in 408.809, F.S.:

- ✓ *Every 5 years following his or her licensure, employment, or entry into a contract in a capacity that under subsection (1) would require level 2 background screening under chapter 435, each such person must submit to level 2 background rescreening as a condition of retaining such license or continuing in such employment or contractual status.*

The Consumer's Clearinghouse roster must be reviewed and updated on a regular basis to ensure all providers are following screening requirements. The Clearinghouse provides notifications to providers who are listed on the roster prior to expiration.

If you have any questions or need technical assistance, please contact please contact your CDC+ Consultant, or CDC+ Customer Service at 1-866-761-7043.

Web-Based Payroll

Please utilize the [APD CDC+ Secure Web-based Payroll System](#) to submit timesheets. When using the web-based payroll system, you are required to enter your username and password. If you have not received this information or do not remember your information, please reach out to CDC+ Customer Service.

Please ensure that as the CDC+ Consumer or Representative, you are keeping your username and password safe. Per the [CDC+ Program Coverage Limitations and Reimbursement Handbook](#) (pages 2-3 and 2-4), you must “not disclose any username, user ID, or password associated with the Consumer to unauthorized persons.” Each username and password combination is assigned to a single person, meaning they cannot be shared. Only the CDC+ Consumer or Representative are authorized to enter the Secure Web or contact CDC+ Customer Service to obtain confidential information.

CDC+ New Start Enrollees

When enrolling onto CDC+, all documents must be submitted to the CDC+ documents inbox at apd.cdc.documents@apdcares.org by the 10th of the month for an effective date of the 1st of the following month. This includes the following:

- Signed Budget Authorization Form (BAF)
- Initial Purchasing Plan Provider Packets
- Copies of the CDC+ Representative and provider background screening result page showing they are “APD CDC eligible”.

Documents sent by the 10th of the month will begin the review process on the following business day. If you have not received any correspondence within 72 hours of the submission of the initial documents, please contact the CDC+ customer service line at 866-761-7043 and request to speak with the New Start CDC+ Liaison or send communication via email. Please follow this same process to request a revised BAF and BCW.

We also kindly request that you reach out to us prior to the anticipated start date to ensure everything is in order.

CDC+ Representative Changes

If a CDC+ Consumer chooses to appoint a new CDC+ Representative, they have up to 30 days to identify and appoint the new person. All CDC+ Representatives, including self-representatives, must be trained and pass the readiness review. The Consultant must then submit the required paperwork to APD to add the new Representative to the participant’s record (or update the consumer to a self-representative).

If a CDC+ Representative resigns, please provide the resignation date to your Consultant no less than a week prior to their last day of service. If they are unable to give prior notice, please contact your CDC+ Consultant within 24 hours of the Representative resigning. The Consultant is required to notify the APD Regional Office immediately so the username and password for the web-based system can be deactivated. This will help APD ensure no invalid claims are made to the consumer account and that private information is secure.

As a reminder, all CDC+ Representatives, including self-representatives, must be trained and pass the readiness review. The Consultant must then submit the required paperwork to APD to add the new Representative to the record (or update the consumer to a self-representative).

If there is a lapse in service during the change of Representative, only the APD Regional Office, and Consultant are authorized to submit payroll. In this situation, the CDC+ Consultant collects any claims (timesheet or invoice) and submits them to the Regional Office for processing.

CDC+ Customer Service

CDC+ FAX:
888-329-2731

Customer Service
866-761-7043

House of Operation
Monday-Friday
8 a.m. – 5 p.m. EST