

CDC+ CONNECTION



KEEPING YOU UPDATED WITH ESSENTIAL INFORMATION | September 2026



Florida Minimum Wage Increase

As a reminder, Florida's minimum wage increases to \$15.00 per hour as of September 30, 2026. If you currently have directly hired employees (DHEs) earning less than \$15.00 an hour, please be sure to submit an updated purchasing plan reflecting the rate increase, effective October 1, 2026. Be sure to keep this wage increase in mind when negotiating new employee rates. Please feel free to reach out to us if you have any questions or concerns.

CDC+ Direct Deposit Option

Direct deposit has several benefits, including:

- Receiving your money, the day it is sent out.
- Receiving money even when banks are closed.
- Avoiding delays due to missing checks.

Upcoming Office Closures

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

- November 11, 2026
- November 26, 2026
- November 27, 2026

As a reminder, the Secure Web Payroll System is available 24/7 to submit your claims and can be accessed [here](#). This is the best way to ensure your claims are processed timely.

Staying Within Your Monthly Budget

To avoid overspending, please be sure to plan how you will use the hours approved on your Purchasing Plan each month. Some suggested ways to keep track of the hours your employees work is by looking at your current purchasing plan approved monthly unit/hours, then writing the scheduled hours down on a monthly calendar. Please see the [Budgeting Services Monthly Calendar](#) for additional assistance.

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 acting.

Submitting Correct Documentation

To ensure timely processing of documents, please review all Purchasing Plans, Quick Updates, and Provider Packets prior to submission to confirm that the Consumer name and ID are consistent between all documents. Additionally, please double check and confirm that all needed boxes are checked as required, any needed signatures are present, and start dates are correct.

We also want to alert all CDC+ Consumers, Representatives, and Consultants that the font “HELVETICA” is not readable in the CDC+ system and may not be used. Using this font will cause additional delays in the processing of your documents.

Rate Increase

The CDC+ Program is working to process the provider rate increases at this time. Purchasing plans and quick updates do not need to be submitted to reflect the additional funds. If you have any questions or concerns related to the rate increase, please feel free to contact your Purchasing Plan Reviewer, or you may also reach out to the CDC+ customer service line at 1-866-761-7043 for assistance.

2026/2027 Fiscal Year Purchasing Plans

The regular submissions of Purchasing Plans resumed on August 1, 2026. With the influx of plans being submitted and the implementation of the new fiscal year, we kindly request your patience while the CDC+ Program processes these requests. Please work with your Purchasing Plan and Provider Packet Reviewers on any outstanding requests. You may also reach out to the CDC+ customer service line at 1-866-761-7043 for assistance.

CDC+ Customer Service

CDC+ FAX:
888-329-2731

Customer Service
866-761-7043

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