

CDC+ Awarded New Positions

CDC+ now has over 3,400 consumers actively managing accounts. As CDC+ grows, we must also have the staff to support that growth. CDC+ is excited to announce the approval of three additional positions. Effective immediately, CDC+ will be auditing consumers' accounts for program compliance, per the CDC+ handbook. Each consumer/representative and consultant is expected to comply with all auditing requests. If you received an audit request, please reply by the deadline to avoid disruptions in services and/or employees. The statistical information gathered from audits will help to strengthen the CDC+ program as we continue to grow.

CDC+ Offices Closed on State Holidays

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

Veterans Day: Mon., Nov. 11

Thanksgiving: Thurs.-Fri., Nov. 28-29

Christmas Day: Wed., Dec. 25

New Year's Day: Wed., Jan. 1

Background Screenings for Natural Support

All providers in CDC+, including family members, are subject to the Background Screening provisions of section 409.221(4)(i), Chapter 435, and section 408.809, F.S. A complete provider packet is not needed for providers of natural support; however, the consumer/representative should include a copy of the approved screening. Indicate on the screening that the provider is a natural support worker so that a deficiency notice is not sent.

CDC+ How-to Guide

The How-to Guide contains information about how to navigate CDC+. There is also an appendix that contains all forms needed for consumers/representatives and instructions. The guide and appendix are located at:

<http://apdcares.org/cdcplus/participants/>.

Statewide Medicaid Dental Plans

Effective July 1, 2019, CDC+ no longer covers dental request for services now covered under the Medicaid Managed Care dental plans. If you have issues with the new Dental Managed Care plan, the following contacts are available:

DentaQuest: 1-888-468-5509,

TDD: 1-800-466-7566,

dentaquest.com/state-plans/regions/florida/

Liberty: 1-833-276-0850,

TDD: 1-877-855-8039,

libertydentalplan.com/FLMedicaid

MCNA: 1-855-699-6262,

TDD: 1-800-955-8771,

mcnafl.net

If you continue to have issues after speaking with the Medicaid dental plan, you can contact AHCA's Medicaid helpline: 1-877-254-1055 or flmedicaidmanagedcare.com/complaint/#/

The Importance of Timesheets

Representatives, please remember that each one of your directly hired employees (DHE) must complete a paper timesheet for every week they work. The timesheet shows time in/time out for each day and must be signed and dated by both the employee and the representative at the end of each work week. The timesheet is required and can be found on the CDC+ website in two locations:

- Secure Web-based Payroll System link on the CDC+ homepage under Important Links (available as PDF and Excel files)
- Appendix to How-To Guide under letter I

Please remember that the signed timesheet certifies the hours being submitted for payment to be true, accurate, and complete. The timesheet is your proof and documentation of how Medicaid funds are being spent.

CDC+ Direct Deposit Option

CDC+ requests that employees and representatives sign up for direct deposit. A few benefits from having direct deposit include:

- Receiving your money the day it is sent out. No need to wait for the mail.
- If your mailbox is damaged or you must leave your home in an emergency, your money will still be available through the bank with no delay.
- If the banks are closed for a holiday or cannot open due to weather-related issues and you cannot get your check cashed, the money will still be deposited on time.
- CDC+ can issue funds through direct deposit into a savings account.

If you received paper checks and do not receive your check for any reason, the payroll company must wait 10 days to see if the check is cashed before they can issue a new one. That will delay the funds even longer. Please encourage your employees to sign up for direct deposit.

CDC+ Skype Trainings

There will be no Skype trainings in October. All CDC+ trainings will resume in November. We will send an advisory once the new training schedule has been posted.

Your Input is Needed!

The 2019 CDC+ satisfaction surveys were mailed in July. Program participants may provide feedback via mail, fax, or online. We appreciate responses from previous surveys that have resulted in positive changes, and we look forward to receiving your feedback.

CDC+ Customer Service

Customer Service line: 1-866-761-7043

CDC+ fax line: 1-888-329-2731

Hours: Monday-Friday, 8 a.m.-5 p.m. ET

If you have **ANY** questions or concerns, please give us a call. We are here to help.