

PPL Electronic Visit Verification

- This is **NOT** training for the Public Partnerships Limited (PPL) Time4Care™ Electronic Visit Verification (EVV) app
- IPs started using the PPL Time4Care™ EVV app with IPOne on December 16, 2020
- Please refer any questions or concerns about Time4Care™ EVV app or IPOne to PPL

www.ipone.org/evv.htm

Or call 844-240-1526

Transforming
Lives

Consumer Directed Employer January Public Webinar

January 21, 2021



Washington State Department of Social and Health Services

What is the CDE?

The Consumer Directed Employer (CDE) project will transfer the employer support responsibilities of Individual Providers (IPs) from DSHS and AAA case management staff to a contracted vendor. The contracted vendor is Consumer Direct Washington (CDE).

Vision

To simplify processes and increase efficiency while maintaining consumer direction with the goal of providing more time for case managers to work with clients; also to reduce confusion and streamline the IP employer experience.

CDE Implementation

What stays the same

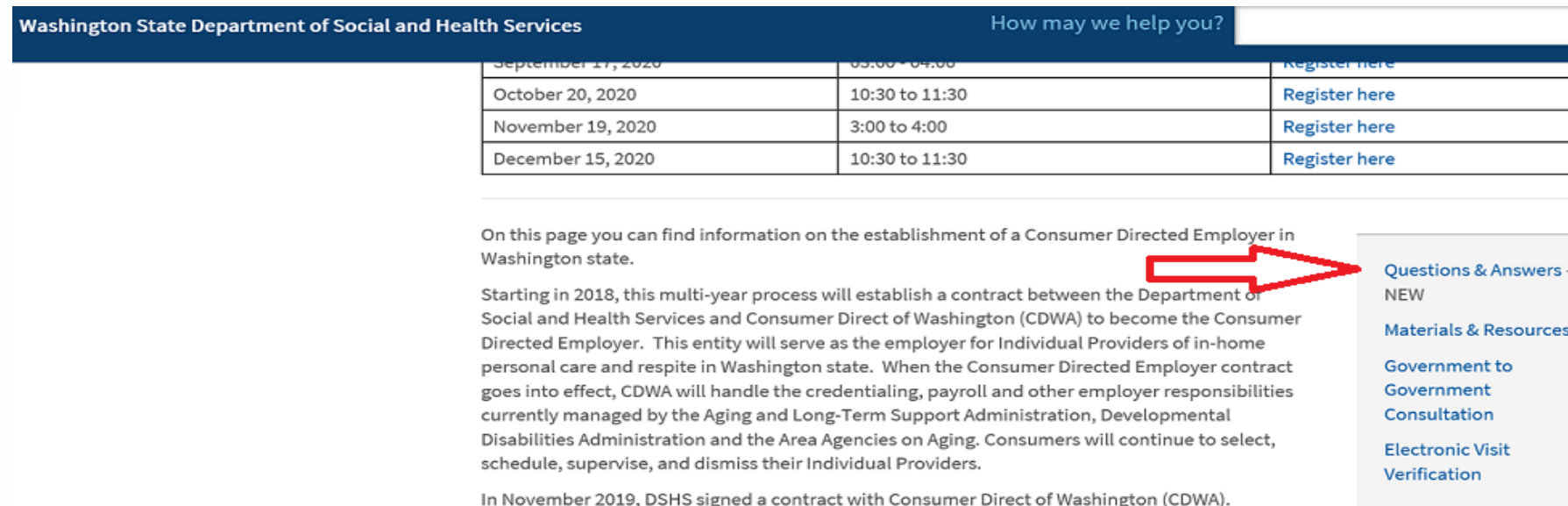
- Case Managers do the CARE assessment and develop care plans with the clients
- IP training requirements
- IP cumulative pay rates, career hours, and PTO
- Clients select, schedule & manage the work of IPs
- Clients can still receive service from an IP or through a Home Care Agency
- Clients and IPs can still use Carina

What will change

- The Consumer Directed Employer (CDE) will:
 - Be the legal employer of IPs
 - Manage IP payroll, background checks, and track IP training compliance
 - Perform the functions of the Home Care Referral Registry
- IPs will no longer contract with DSHS
- Pay periods will change to every other week
- Electronic Visit Verification (EVV) through the CDE with a new applicaiton

CDE Q&A Document

- There is a condensed, easy to read version of the Questions & Answers document on the CDE Website. A full version is also available under “[Materials & Resources](#)”



Washington State Department of Social and Health Services

How may we help you?

September 17, 2020	03:00 - 04:00	Register here
October 20, 2020	10:30 to 11:30	Register here
November 19, 2020	3:00 to 4:00	Register here
December 15, 2020	10:30 to 11:30	Register here

On this page you can find information on the establishment of a Consumer Directed Employer in Washington state.

Starting in 2018, this multi-year process will establish a contract between the Department of Social and Health Services and Consumer Direct of Washington (CDWA) to become the Consumer Directed Employer. This entity will serve as the employer for Individual Providers of in-home personal care and respite in Washington state. When the Consumer Directed Employer contract goes into effect, CDWA will handle the credentialing, payroll and other employer responsibilities currently managed by the Aging and Long-Term Support Administration, Developmental Disabilities Administration and the Area Agencies on Aging. Consumers will continue to select, schedule, supervise, and dismiss their Individual Providers.

In November 2019, DSHS signed a contract with Consumer Direct of Washington (CDWA).

- [Questions & Answers - NEW](#)
- [Materials & Resources](#)
- [Government to Government Consultation](#)
- [Electronic Visit Verification](#)

<https://www.dshs.wa.gov/altsa/cde>

CDE Project Update

Solutions Update

Recent Accomplishments

- Completed review of CDWA user stories. User Stories are a step by step process of how the changes to a process will look to the user.
- Completing review of the Test Plan, Validation Plan and Data Conversion Plan. All of these help ensure everything is ready before it is rolled out. For example, we want to ensure an IP can claim their hours correctly so their pay is accurate on their 1st pay cycle.
- Continued work on CDWA/CARE interface design. The CARE assessment tool has an important role in this process. It will provide authorization and care plan information as well as communications to the CM about the plan of care. All changes to CARE are now ready for testing.
- Finalized where data will be sent and received between CDWA and CARE, Dept of Health, the Union, the Benefits Group and ProviderOne.

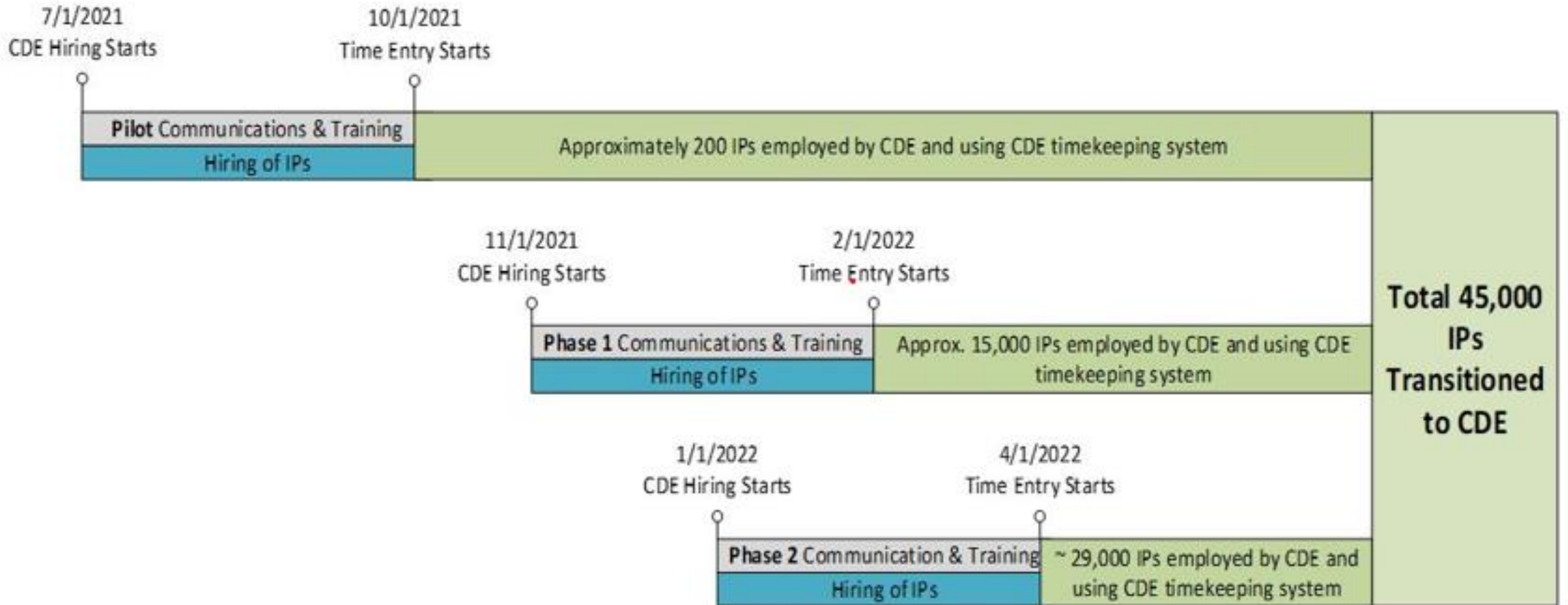
Upcoming Tasks

- Coordinate data conversion activities. Data is reviewed to see if changes need to be made to make sure it is transmitted accurately.
- CDWA will be providing demonstrations of the work they have completed to the CDE team starting in February.
- Initial testing of data exchanges will begin late January
- Coordination with CDWA and IPOne on available demographic information for IPs to make the transition smooth
- Coordinating activities with DSHS MSD staff to look at redesigning how information is exchanged from the Dept. of Health

Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Completed review of the CDE draft Policies & Procedures• Finalized Readiness Review metrics	<ul style="list-style-type: none">• Integrate feedback received from internal and external WAC review• Hold “Get to Know the CDE” informational sessions for Clients & IPs• Issue Readiness Assessment #2 for IPs

CDE Rollout revised timeline



Getting to know the CDE for clients & IPs

- **Feb 1, 2021 9:00 AM**

Join Zoom Meeting <https://zoom.us/j/92909365763?pwd=OGxiUjVQRFdXRDIqVVIkZExOZTUvdz09>

Dial in: +1(253)215-8782 / Meeting ID: 929 0936 5763 / Passcode: 626810

- **Feb 2, 2021 3:00 PM**

Join Zoom Meeting <https://zoom.us/j/94974676850?pwd=Q1dNR2pQRGJ6S1N2aGJLZVlsSElQZz09>

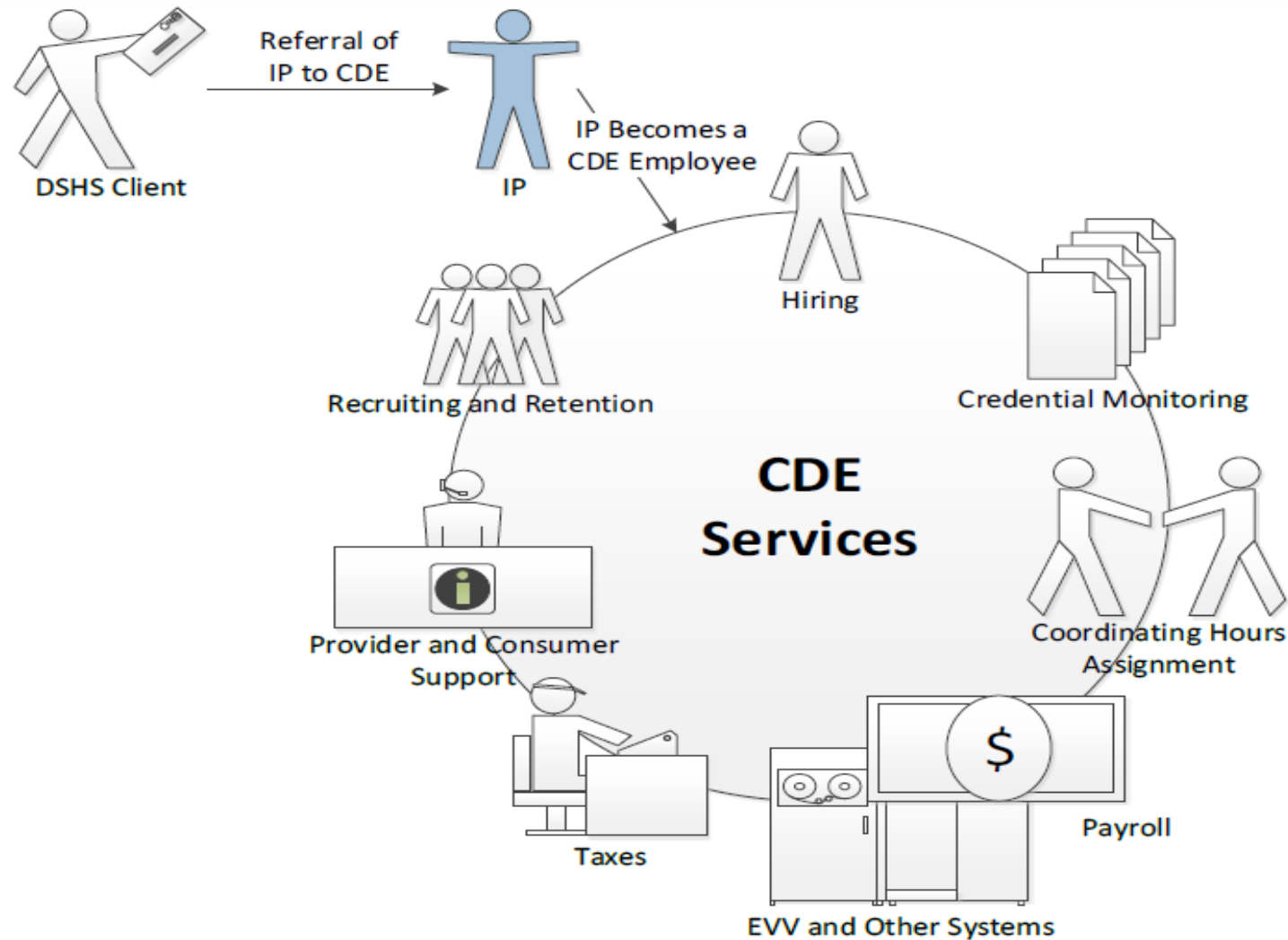
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- **Feb 5, 2021 1:00 PM**

Join Zoom Meeting <https://zoom.us/j/93981334739?pwd=c1FLVnZqeUc5cHh1cExhRIROTFBzZz09>

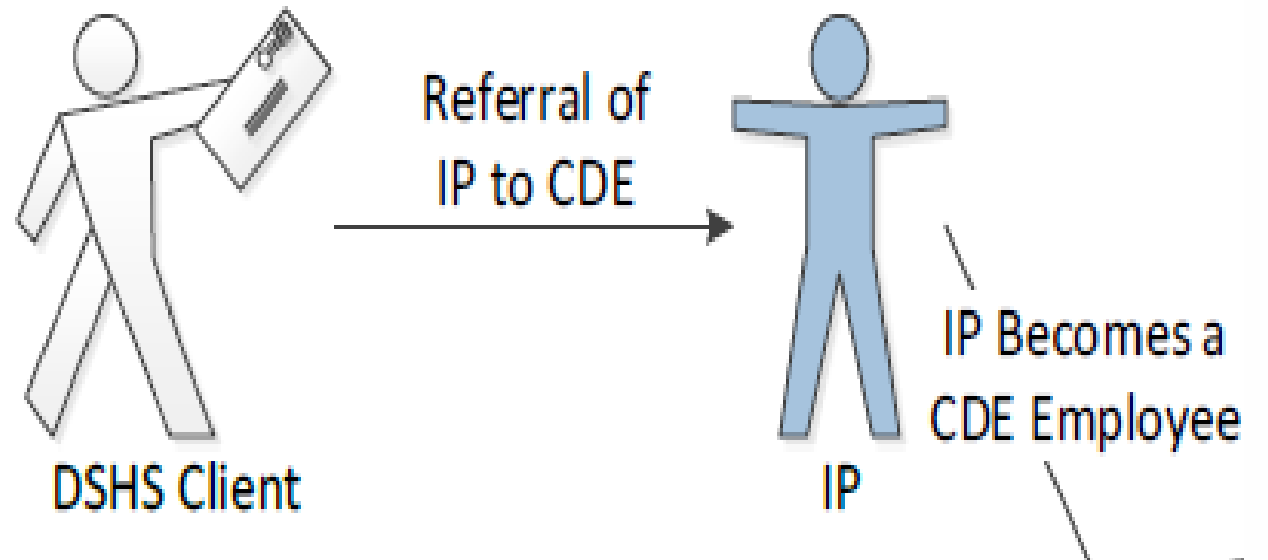
Dial in: +1(253)215-8782 / Meeting ID: 939 8133 4739 / Passcode: 066724

CDE, IPs & client interactions



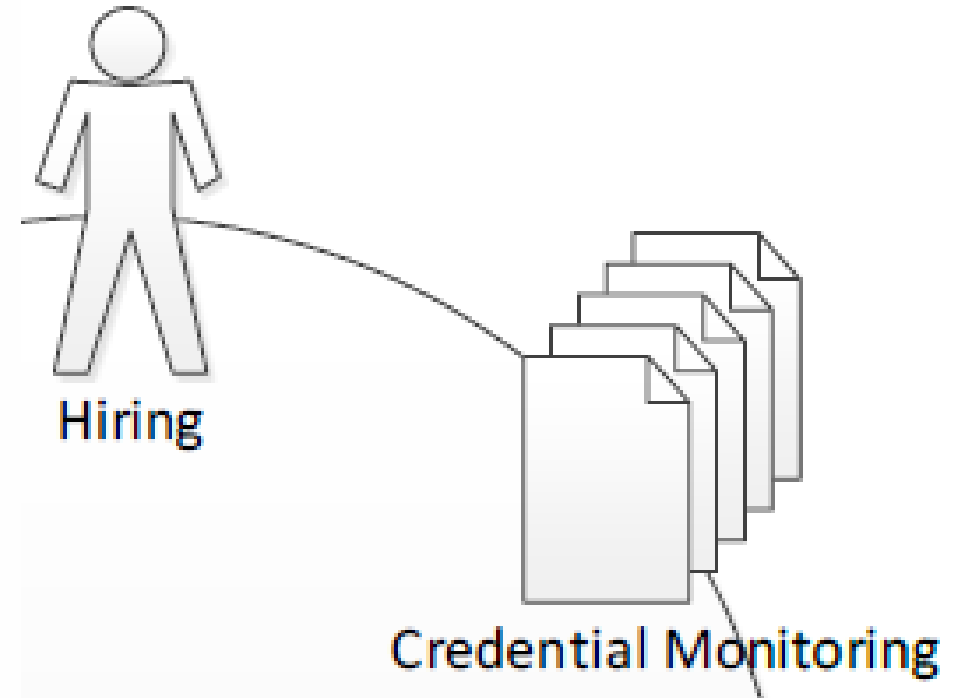
IP referral process

- Case manager makes authorization to the CDE
- Client tells IP to apply with the CDE
- IP applies and passes screening

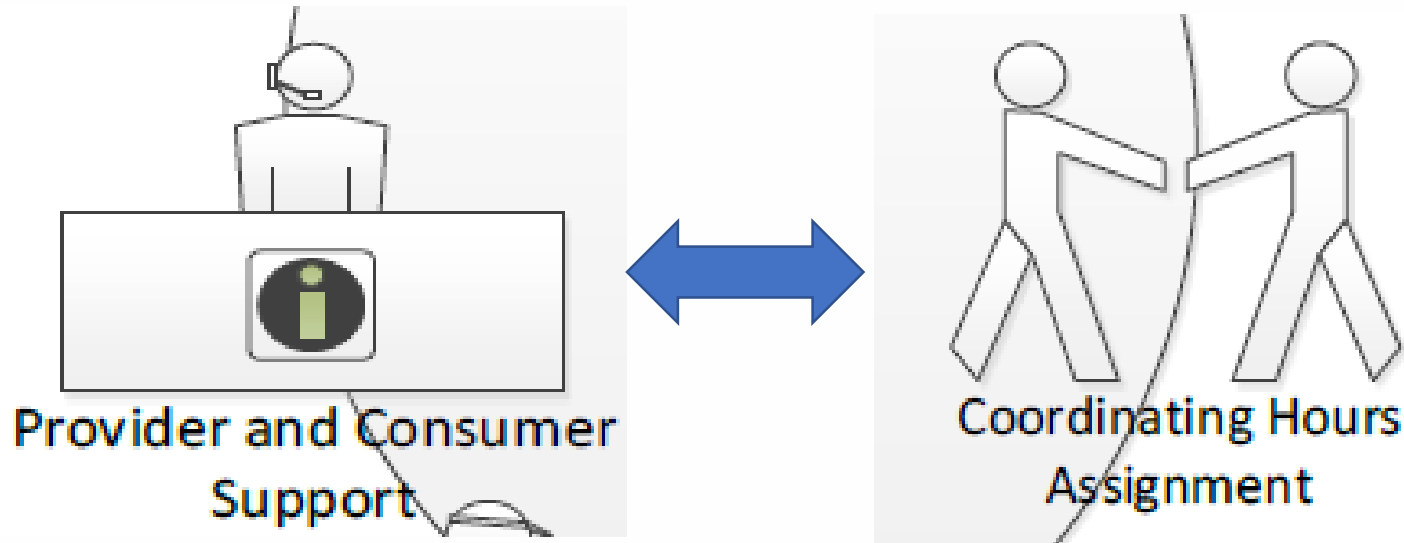


IP hiring process

- IP will complete the CDE's new hire paperwork & any new employee training (*new*)
- The CDE will also verify the IPs credentials and will monitor ongoing (*new*)



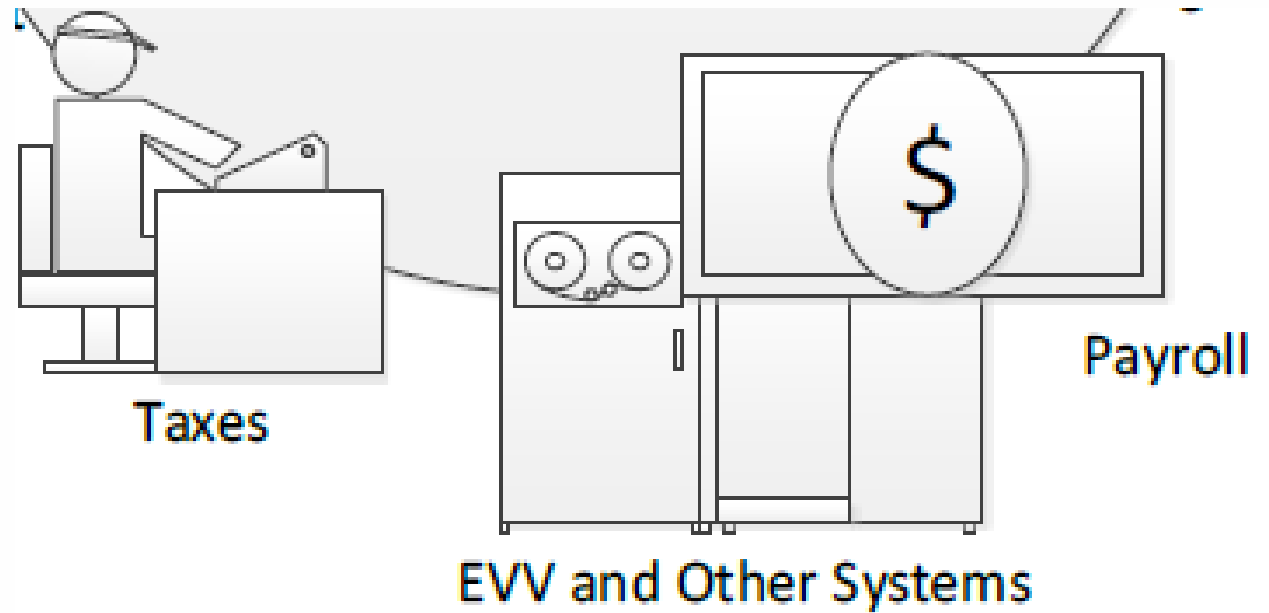
IP hours and schedule



- Clients will coordinate their IPs hours & schedule with the CDE **not** with DSHS (*new*)
- The CDE will have (*new*)
 - ✓ a call center
 - ✓ 250 customer service representatives & service coordinators statewide
 - ✓ 3 physical locations

Customer service

- As employees of the CDE, IPs will refer all job related questions to the CDE **not** to DSHS
(new)



IP recruitment



- The CDE will be responsible for Home Care Referral Registry (HCRR) activities (*new*)
- The CDE will work on increasing the number of IPs available for work (*new*)

Questions from the December Webinars

Q: Who should IPs call with PPL EVV questions/concerns?

A: For PPL EVV questions call: IPOne EVV 844-240-1526

Q: Upon transition to the CDE, will there be any change to a clients approved hours per month?

A: No. Clients monthly hours are set based on their functional eligibility as determined by the CARE tool. The CDE transition will not impact how these hours are determined.

Q: Will the CDE provide specialized training for those clients experiencing cognitive impairment or behavioral health diagnosis in order to help them understand new procedures and better adjust to the CDE changeover?

A: Clients who need additional support or training during the changeover to the CDE will be addressed on a case by case basis.

Q: Will the CDE offer IPs an alternative option to record their time if the client does not have a landline and the IP does not have reliable cellular connection/access to a cell phone?

A: Yes, the CDE will offer an alternative option to record time, with prior approval, if the IPs are not subject to EVV requirements, and do not have access to analog or digital technology.

Q: What will happen if an IP forgets to clock out from their shift?

A: If the IP clocks in and out using the EVV mobile app, they will be able to adjust the shift in the app. If the IP is a live-in and submits time through the web portal, they can correct a shift until it is submitted. Following submission it must be changed by calling the CDE.

Q: Under the CDE, will there be changes to the way travel/shopping/client needs/windshield time is handled?

A: There will be no change under the CDE. The process will remain the same as it is today.

Q: Will the CDE have COVID19 specific policies, procedures, guidelines for IPs and non-related client's?

A: The CDE will follow Washington State's COVID-19 protocols, and work within the current process to provide IPs access to appropriate PPE.

Q: Will DSHS make adjustments/corrections to the shared benefit reductions prior to the CDE changeover?

A: DSHS expects that the shared benefit adjustments to IP hours will be complete prior to the CDE going live.

Q: Can IPs and Clients participate in the WAC review process?

A: Yes, IPs and Clients can participate in the WAC review process. Information on how to participate in the DSHS WAC revision process can be found at: <https://www.dshs.wa.gov/office-of-the-secretary/how-participate>

Q: Will a landline that has been converted to Voice Over Internet Protocol (VOIP) be an issue when recording hours?

A: VOIP lines are not fixed to a specific location so it cannot be electronically verified. Phone lines that cannot be tied to a location do not comply with CMS guidelines for a compliant EVV transaction.

Q: When will the IPs DSHS contract terminate?

A: DSHS IP contracts will terminate six weeks after the IP is hired by the CDE.

Q: What will clients need to know about hiring an IP upon changeover to the CDE?

A: When a Client has determined they want an IP to provide services, they should instruct the IP to apply with the CDE. Once the hiring process is complete, the CDE will inform the IP and Client and the Client can assign hours. The CDE will notify the CM of assigned hours.

Q: When DSHS IP contracts terminate and the IP becomes an employee of the CDE, will IPs still be required to pay the annual Long Term Care worker recertification fee of \$85 to the Department of Health (DOH)?

A: The initial testing and certification fees are covered through SEIU. Recertification fees will continue to be the responsibility of IPs.

Q: Will live in IP's have access to the CDE portal when traveling on vacation?

A: The CDE web portal can be accessed from any location with internet access.

Q: As employees of the CDE, if an IP travels with their client out of state will the IP continue to clock in and out for their shift using the CDE EVV app?

A: If a Client and IP goes out of state, they can clock in and out using the EVV mobile app as long as they have met DSHS policy outlined in WAC 388-106-0035.

Q: When will the CDE begin the hiring process of IPs who have not had a prior IP contract with DSHS?

A: The hiring process will be open to new IPs as the CDE goes live. The phase for IP hiring is determined by the county in which the client lives.

Questions

Questions or concerns about PPL Time4Care™ EVV app or IPOne please refer to: www.ipone.org/evv.htm or call (844)240-1526

Next webinars:

2/16/21 @ 10:30am

3/18/21 @ 3:00pm

4/20/21 @ 10:30am

Please send any suggestions you have to improve the webinars to:

CDE@dshs.wa.gov

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