

Transforming
Lives

CDE August Public Webinar

August 18, 2020

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 CDE will also include an electronic visit verification system for those who do not live with the clients they care for. The contracted vendor is Consumer Direct Washington (CDWA).

Vision

Simplify processes and increase efficiency

- Maintain Consumer self direction
- Case management staff will have more time to work and support clients
- IPs will work with a single entity for payroll, tax reporting, credentialing and other concerns
- IPs will no longer contract with DSHS, they will be an employee of the CDE

CDE Project Update

Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Reviewed user stories from pay rates, home care aid certification, and provider registration functions• Continued interface design sessions with CDWA interface developers (CARE, Trusts, ProviderOne, Linkhub)• Completed review of three CDWA policy and procedure deliveries	<ul style="list-style-type: none">• Resume data conversion discussion and meeting series• Begin review of completed interface file layouts• Review Solutions readiness metrics

Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Reviewed Policy & Procedure Batch 3 (16 items)• Held initial planning meetings with DDA, HCS and AAA leadership at pilot locations• Continued development of Readiness Review metrics	<ul style="list-style-type: none">• Finalize joint CDWA/DSHS plan for iterative communication activities by rollout phase• Plan CDWA virtual “Get to Know the CDE” informational sessions for Clients & IPs• Continue internal and external WAC review• Begin CDWA collaboration on Readiness Review metrics• Begin pilot planning with CDWA and field offices

What won't change

- Training requirements will remain the same for IPs
- Cumulative career hours/paid time off (PTO) will transfer
 - No need to cash out PTO, can be used in future with CDWA
- Case managers will still do the CARE assessments
- Case Managers will still develop service plans with clients and complete authorizations

What won't change

- Clients will still select, schedule, and manage the work of their IP
- Clients may still select family members to be IPs
- Clients may still receive services from and IP (including nurse delegation if applicable) and a Home Care Agency
- IPs may work as an IP as well as a Home Care Agency as long as they meet eligibility criteria

What will change

- The Consumer Directed Employer (CDE) will be the legal employer of the IPs
- IPs will no longer contract with DSHS; they will be employees of the CDE
- The CDE will manage administrative elements like payroll, background checks, and tracking training
- IPs will need to complete the CDE new employee paperwork prior to the transition

Staying informed

<https://www.dshs.wa.gov/altsa/stakeholders/consumer-directed-employer>

<https://public.govdelivery.com/accounts/WADSHSALTSA/subscriber/new>



CDE Questions & Answers

CDE Questions & Answers condensed version

This is a condensed list of answers to questions received about the Consumer Directed Employer. For full version see: <https://www.dshs.wa.gov/altsa/stakeholders/consumer-directed-employer-materials-and-resources>

Consumer Directed Employer (CDE):

- State legislature passed ESSB 6199 in 2018 mandating creation of a CDE
- Consumer Direct Care Network of Washington (CDWA) is the contracted vendor who will become the CDE and legal employer of Individual Providers (IPs) in 2021
- CDWA provides IPs one place for all administrative needs (payroll, taxes, tracks training & certification, track background checks)
- CDWA will remove administrative IP related work from case managers; affords case managers more time with clients and case management related tasks

<https://www.dshs.wa.gov/altsa/stakeholders/consumer-directed-employer>

Top Asked Questions

- **What is Electronic Visit Verification (EVV) and how will it work for live-in providers?**
As part of the federal 21st Century Cures Act, the Centers for Medicare & Medicaid Services (CMS) is requiring states to implement an EVV system for personal care services delivered in the home. IPs who live with the client to whom they provide services will not be required to use EVV for clocking in/out and capturing location of services. Instead these IPs will report their hours and tasks worked on a weekly basis.
- **Will clients and Individual Providers (IPs) still use Carina?**
Carina will continue to be an online data base available for matching clients and IPs.
- **How will clients, IPs and case managers communicate with the CDE?**
CDWA will have a call center and dedicated Service Coordinators statewide to communicate with case managers, clients and IPs, to help with the hiring process, and resolve escalated problems.
- **How will client responsibility be handled?**
Client responsibly/participation will be paid directly to CDWA (Developmental Disabilities Administration does not pay participation).

Questions from the July Webinars

Q: Will Case Managers/Case Resource Managers be required to change plans of care (Person Centered Support Plans/Service Summary) for all their clients as they change from IP to CDE?

A: No. The CARE team is working on an automated process to convert plans of care (PCSP and SS) from the IP(s) to CDWA. Most authorizations will also be converted in an automated process from the IP(s) to CDWA. There may be some exceptions that have to be changed manually.

Q: Do you have a date for hiring CDE office staff?

A: Information on the CDE vendor staff positions can be found at <https://www.consumerdirectwa.com/>

Q: Will all IP groups be represented in the rollout pilot program including IPs that live where internet is not as available?

A: DSHS will work with case managers to identify IPs that represent a variety of situations including limited access to internet, English as a second language, and different living arrangements.

Q: Will the "Getting to Know You" sessions be available/taped for viewing at a later time?

A: The details of the sessions have yet to be determined, we will let you know more specifics when they become available.

Next webinars:

9/17/20 @ 3:00pm

10/20/20 @ 10:30am

11/19/20 @ 3:00pm

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

CDE@dshs.wa.gov

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CDE@dshs.wa.gov

