

Transforming  
Lives

# CDE September Public Webinar

September 17, 2020



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 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**

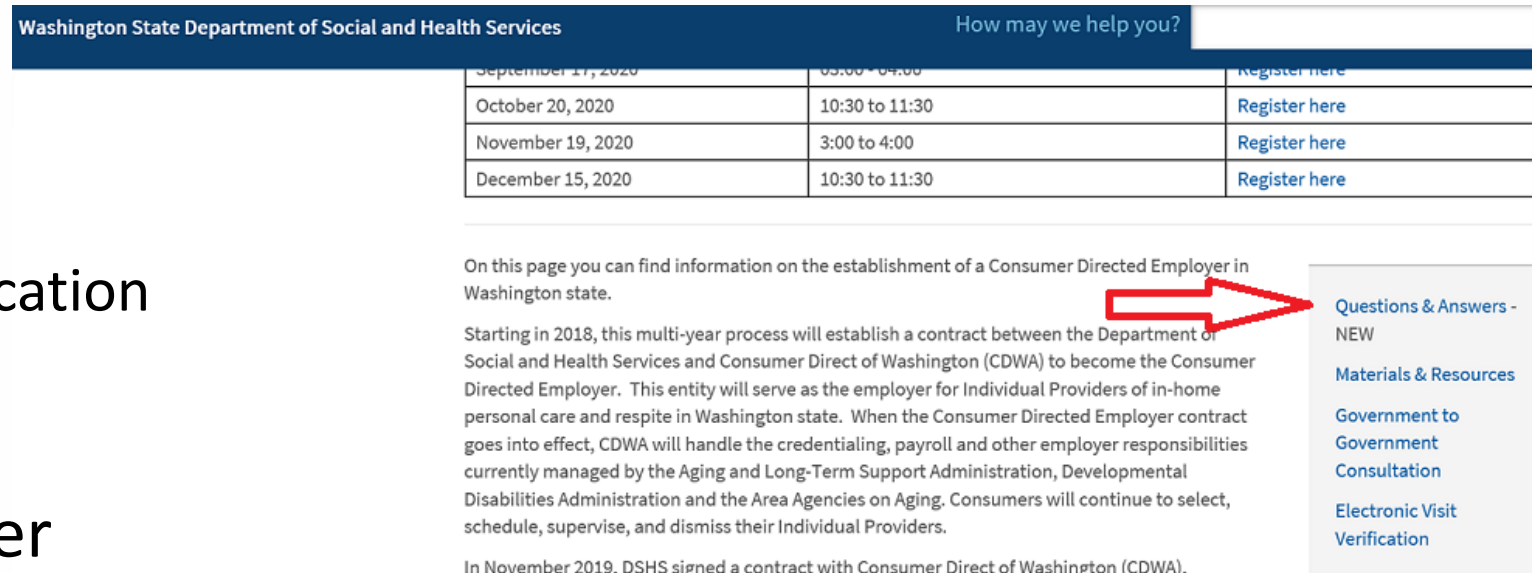
- Maintain Consumer self direction
- Case management staff will have more time to work and support clients
- IPs will work with a single entity for payroll, tax reporting, credentialing and other concerns
- IPs will no longer contract with DSHS, they will be an employee of the CDE

# CDE Q&A Document

- There is a condensed, easy to read version of the Questions & Answers document on the CDE Website → Right Sidebar →

## “Questions & Answers”

- Topics include:
  - CDE basics
  - IP employment
  - Electronic Visit Verification
  - Client responsibility



Washington State Department of Social and Health Services

How may we help you?

September 17, 2020	09:00 - 04:00	<a href="#">Register here</a>
October 20, 2020	10:30 to 11:30	<a href="#">Register here</a>
November 19, 2020	3:00 to 4:00	<a href="#">Register here</a>
December 15, 2020	10:30 to 11:30	<a href="#">Register here</a>

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](#)

Full version available under

## “Materials & Resources”

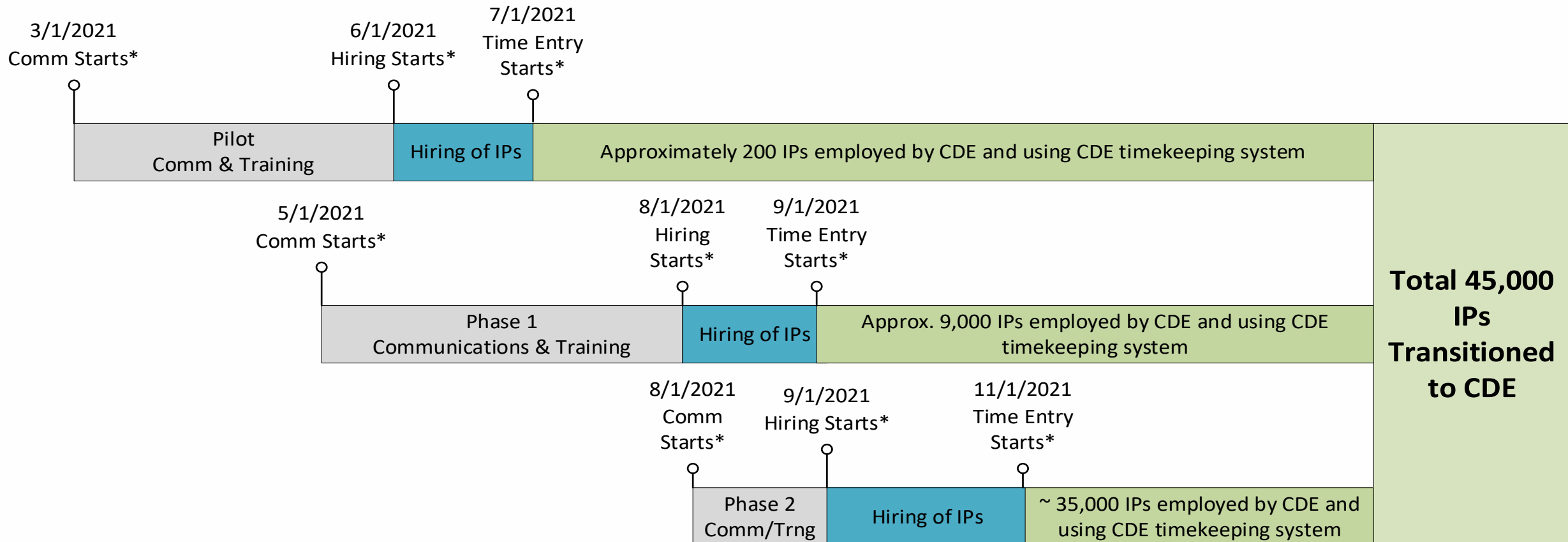
<https://www.dshs.wa.gov/altsa/cde>

# CDE Project Update

# Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none"><li>• Reviewed user stories from CDWA in functional areas of provider registration, authorizations downloads, case manager notifications, and data conversion activities</li><li>• Continued reviews of CDWA policy and procedure documents</li></ul>	<ul style="list-style-type: none"><li>• Complete contract revisions for decreased rate</li><li>• Establish baselines for solutions readiness metrics</li><li>• Resolve Health Benefits Trust contribution timing</li><li>• Finalize interface documents for Benefits Group/CDWA data exchanges</li><li>• Finish requirements gathering for CARE conversions</li></ul>

# CDE 3 Phase Rollout



*\*Dates are targets pending readiness review*

# Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none"><li>• Began CDWA/DSHS collaboration on Readiness Review metrics</li><li>• Conducted internal review of draft CDE QA monitoring metrics</li><li>• Finalized and posted Talking Points #22, “Pay date changes”</li><li>• Continued review of CDWA draft policy and procedures</li><li>• Initiated distribution of CDE informational brochures to ALTSA, DDA, AAA field offices</li></ul>	<ul style="list-style-type: none"><li>• Plan CDWA virtual “Get to Know the CDE” informational sessions for Clients &amp; IPs</li><li>• Continue internal and external WAC review</li><li>• Expand internal review of draft CDE QA monitoring metrics</li></ul>



# CDE Webinar Library

## Aging and Long-Term Support Administration

[About AL TSA](#) | [Frequently Asked Questions](#) | [Find Local Services, Information and Resources](#)

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### AL TSA

#### Stakeholders

- ▶ [Traumatic Brain Injury \(TBI\) Resources Washington State](#)
- ▶ [Community First Choice Option](#)
- ▶ [Washington Health Home Program](#)
- ▶ [Roads to Community Living](#)
- ▶ [Fostering Well-Being](#)

[Long-Term Care Services & Information](#)

[Long-Term Care Professionals & Providers](#)

[Office of the Deaf and Hard of Hearing](#)

[Tribal Affairs](#)

## Consumer Directed Employer Webinars

### 2020

Month	Topic
<a href="#">August 2020</a>	What won't change, What will change, CDE Questions and Answers, Top Asked Questions
<a href="#">July 2020</a>	Revised Rollout schedule, Rollout phases
<a href="#">June 2020</a>	CDE Question & Answer Document, Electronic Visit Verification interim decision
<a href="#">May 2020</a>	Drive in Wi-Fi Resource
<a href="#">April 2020</a>	Update on informational brochure, Consumer Direct of WA virtual information sessions, Communication Strategy
<a href="#">March 2020</a>	COVID 19 and CDE, Informational Brochure
<a href="#">February 2020</a>	Solution Steps, Electronic Visit Verification update, IP Awareness Survey, Creating Awareness of CDE Change, Creating Desire to Support CDE Change
<a href="#">January 2020</a>	Vendor Rollout, Baseline IP Awareness Survey results

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

# Poll Question

Which group do you represent?

- A. Individual Provider (IP)
- B. Parent
- C. Advocate
- D. Other, please enter into question box

# Poll Question

What is the best time for the Getting to Know the CDWA sessions?


- A. 9am – 11am
- B. 1pm – 3pm
- C. 3pm – 5pm
- D. 5pm – 7pm

# Questions and Answers

- Questions asked during the webinars are frequently repeated
- Repeated questions are not answered again, the answers can be found in the “Full Questions & Answers” document on the CDE website

## Consumer Directed Employer Materials and Resources

### Consumer Directed Employer Materials

- [CDE Explained](#) – a short video produced by the Developmental Disabilities Council
- [Full Questions & Answers](#) 
- [Foundational Principles](#)
- [November 27, 2017 Request Legislation Stakeholder meeting presentation](#)
- [ESSB 6199](#) (Enabling legislation)
- [CDE Project Stakeholder and Tribal Engagement](#)
- [DDA Community Summit Presentation](#) (June 2019)
- [DDA Community Summit Questions and Answers](#) (2019)
- [Wellness Education Article](#) (November 2019)
  - Other languages available by request; contact [CDE@dshs.wa.gov](mailto:CDE@dshs.wa.gov)
- [Talking Points](#)
- [Webinars](#)

# Questions from the August Webinars

**Q: Is there going to be an area in the CDE where the IPs can see how many hours they have claimed for training?**

A: Yes, there will be a way for IPs to see claimed training hours in the CDE portal.

**Q: Will I need to talk to CDWA if I want to talk to my son's case manager?**

A: No, clients and their representatives may contact their case managers as they do today regarding eligibility, resources, etc. However, if the issue is IP related you will need to contact CDWA.

**Q: Will there be training or a webinar that will show IPs how to submit their time?**

A: Yes, CDWA will provide training resources and supports to IPs to understand the processes to submit their time. Training will happen via webinars and written materials. Training will include using Electronic Visit Verification. For providers that live with the person they care for, training will include how to submit work logs. Information about work week limits, and other policies that impact provision of care will also be covered. IPs will be assigned a service coordinator who can assist them with questions regarding these topics. Staff in the CDE customer service center will also be available to assist with questions.



**Q: When must IPs change from reporting on the IPOne website to reporting on the CDE website?**

A: The changeover from IPOne to the CDE will be in effect once the IP has been hired and has been authorized hours by the CDE. IPs will receive communications from CDWA explaining the hiring process, timeline, and when to begin to use the CDE system.

**Q: Will IPs need to print off all their past timesheets for possible WA state audits or overpayments since IPOne is going away?**

A: CDWA will not have access to past timesheets. If an IP wants to access previous timesheets they will need to print them out. DSHS will have access to past timesheet data, however it may take time to retrieve it.

**Q: Will the CDE be authorizing payments for the IP trainings?**

A: Yes, the CDE will be authorizing payments to IPs for training.

**Q: Are the IPs able to see or have access to these webinars?**

A:Yes, the webinar slides are available on the CDE website. They are typically posted no later than one week after the presentation.

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

**Q: At what point in the phased approach will case managers stop distributing the Individual Provider Contractor Intake packets?**

A: This has not yet been determined. Once a process has been identified, there will be training and a Management Bulletin issued to the field.

**Q: In IPOne, all IPs enter their time as number of hours (and quarter hours) worked or for training. Are they being made aware that EVV changes this to a clock-in/out basis, or will CDE incorporate units-based entry for non-Live in Exempt as well?**

A: There will be communications from the CDE several months prior to the go-live date which will include information regarding EVV and how to use the system to clock in and clock out. The payments to the IPs will be based on the EVV time capture. Live-in exemptions will be confirmed by the CDE and those IPs will receive information about how to report time worked.

**Q: Will authorizations for IPs show up immediately just like they do with home care agencies, or will there still be a lag in time for them to show on the provider side?**

A: There will still be some lag, but should not be more than a day or two. The authorization will be valid as of the date it was made.

**Q: Will the CDE be assuming the provision of healthcare benefits and retirement benefits that SEIU currently provides?**

A: No. The provision of IP healthcare and retirement benefits will continue as it is today through the Health Benefits Trust and the Secure Retirement Trust.



**Q: Will there be Quality Assurance activities after the CDE is in place?**

A: Yes. There will be a DSHS team that will provide monitoring of the CDE contract and quality assurance activities.

**Q: What is the hiring process for parent providers who live with their clients?**

A: The CDE hiring process for parent providers will be the same as for all IPs.

**Q: Will the IP rate of pay be accurate when we do payment authorizations? Currently we have to look up each IP individually in IPOne to find out their rate so that we can calculate it for the IFS Waiver.**

A: There will be one rate for IP services provided through the CDE. More information on how this will work with the IFS program will be available closer to go-live.

**Q: How will CDE deal with clients who do not pay their participation?**

A: DSHS requires the CDE to work with clients who are having challenges paying client responsibility in an effort to prevent discontinuation of services. In the event a client and the CDE cannot work out an agreement for payment of client responsibility, the CDE can terminate services to that client with 30 days' notice. This will not impact the client's Medicaid eligibility. Under these circumstances, the client would need to choose another qualified provider.

Next webinars:

10/20/20 @ 10:30am

11/19/20 @ 3:00pm

12/15/20 @ 10:30am

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

[CDE@dshs.wa.gov](mailto:CDE@dshs.wa.gov)

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