

# PPL Electronic Visit Verification

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

[www.ipone.org/evv.htm](http://www.ipone.org/evv.htm)

Or call 844-240-1526

Transforming  
Lives

# CDE December Public Webinar

December 15, 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

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 Rollout Timeline



# 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) system for IPs who do not live with the clients they provide care for

# 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>• Completed review of 5 additional CDWA user stories</li><li>• Continued work on CDWA/CARE interface design</li><li>• Began rollout of solutions readiness metrics</li><li>• Began validation and data conversion planning</li></ul>	<ul style="list-style-type: none"><li>• Coordinate vendor profile for BCCU background check system</li><li>• Coordinate vendor profile access and configuration in P1</li><li>• Complete review of remaining vendor user stories</li></ul>

# Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none"><li>• Continued review of CDWA draft Policies &amp; Procedures</li><li>• Ongoing CDWA collaboration on Readiness Review metrics</li><li>• Updated staff training plan with feedback from field</li></ul>	<ul style="list-style-type: none"><li>• Integrate feedback received from internal and external WAC review</li><li>• Communicate times for February 2021 CDWA virtual “Get to Know the CDE” informational sessions for Clients &amp; IPs</li><li>• Finalize plan for Readiness Assessment #2 for IPs</li></ul>

# Getting to know the CDWA for clients and IPs

Upcoming sessions in 2021:

- February 1<sup>st</sup>
- February 5<sup>th</sup>
- February 8<sup>th</sup>

More information to come regarding times & registration

# CDE Rollout Timeline



# Hiring activities

Time Entry Starts\*



## Communications (Clients & IPs)

- Email, Direct Mail, Website, Text, web portal

## Training

- Instruction formats (online self-service, webinars, remote support, in-person, digital and written materials)
- Employer-related instruction
- Web portal and EVV instruction

## Hiring of IPs

- Self-service and in-person options
- Multi-lingual support for LEP
- Registration in CDWA portal
- Test shift entered into web portal or EVV

## Time Capture

- Non-live in providers will begin using EVV via CellTrak
- Live-in providers will use the web portal and submit worklog at least weekly
- Training time, mileage, and paid time off submitted through web portal

# Questions from the November Webinars

**Q: Will the CDE assist clients with posting jobs on Carina and managing those job posts for clients?**

A: Yes. If needed, the CDE will assist clients with adding profiles and stating their need, as well as connecting clients and IPs already in Carina.

**Q: Where can I find specific information regarding the CDE EVV landline option for IPs to call in their hours?**

A: CDWA will develop training materials and an IP Handbook that will include information about the EVV landline option.



**Q: How will mileage for medical appointments or essential shopping be paid for when the IP lives with the client they provide care to?**

A: Eligible mileage for IPs will be paid through the CDE.

**Q: If the client wants to check the hours of the IP but do not have access to the CDE portal due to lack of technology, will the Case Manager be able to access the CDE portal to help the client?**

A: No. Case Managers will not have access to the CDE portal. In this scenario the client would need to call CDWA for assistance.

**Q: Will EVV data collection by the provider and CDWA also be included in the Pilot?**

A: Yes. Once an IP begins time capture with the CDE, they will be required to use EVV if they do not live with the individual they care for.

**Q: Is the decrease from thirteen to three CDWA physical locations statewide a permanent change or is it temporary change due to COVID?**

A: CDWA will operate out of three offices – in Lacey, Federal Way, and Spokane. CDWA will continue to coordinate with DSHS and the State of Washington to follow safe protocols regarding face-to-face meetings. Remote and digital support will be provided by statewide CDWA Service Coordinators to complete required CDE documents. CDWA will work with DSHS to determine if additional offices are needed to ensure success of the CDE program.

**Q: For the pilot, will you search out for some of those older providers who we know will struggle to make this change?**

A: There has been a concerted effort to come up with a variety of client/IP situations that we will include in the pilot.

**Q: I have 2 IPs that share the same smart phone, how would they clock in and out?**

**A: CDWA's mobile EVV app allows multiple IPs to use the same phone with unique IP accounts.**

**Q: If the client wants to switch to a different IP would the CDE work directly with the client?**

A: Yes. Clients will work directly with the CDE for all IP related activities.

**Q: When you say that an IP will be hired within 5 days, do you mean they will be hired within five days of submitting all required documents and completing all hiring steps?**

A: IPs who have completed the required hiring activities will be available to work within 5 business days of completing the required hiring steps.



**Q: Will CDWA be working with PPL to identify holes or strengths they identify in their own EVV system before providers have to learn another EVV system when hired by CDWA?**

A: The CDE Project Team is observing and analyzing PPL EVV roll out to identify lessons learned that could be used for the CDE.

**Q: Can clients who have multiple IPs look at how many hours each IP worked?**

A: The client or his/her representative will work with the CDE to identify hours that should be assigned to each IP. Using the CDWA web portal, clients and authorized representatives have visibility into the number of work hours submitted.

**Q: What if an IP was unable to pay their cell phone bill and their phone was shut off as result, how can they clock in and out using EVV?**

A: An IP can use a landline option for time capture which will be EVV compliant.

**Q: If the provider is still doing remote care due to COVID how will EVV work?**

A: The IP will still use the EVV app to clock in and clock out of work, as well as continue collaboration with the client's case manager to ensure the care plan is being carried out as authorized.

**Q: Are IPs getting laid off by DSHS then rehired by the CDE?**

A: Current IP are not employees of DSHS, but are contractors. When the transition occurs IPs will be employees of the CDE and their DSHS contract will be terminated.

**Q: When working a 12 hour shift that spans two different day (ex. 6PM – 6AM the following day) are IPs to clock out using EVV at 11:59PM and clock back in at 12:01AM?**

A: IPs who use EVV and work a shift that spans midnight can clock in and out as usual. For EVV users, there will be no need to clock in and out to accommodate the day change. Live-in IPs using the web portal will enter their total hours for the shift per day.

**Q: If we don't have a smart phone can we use the client's home phone to log in and out of shifts?**

A: Yes. There will be a landline option for time capture that will be EVV compliant.

**Q: If a client takes a trip and the IP travels with the client, how should the IP submit their hours?**

A: You would clock in and clock out as you do your shift regardless if you are at home or in the community.



**Q: Will live-in IPs be required to provide more information when submitting hours to the CDE than what is currently required?**

A: No. Live-in providers will need to log their hours on a weekly basis and include tasks performed during each shift.

**Q: Will the CDE EVV app be different from the IPOne EVV that IPs will begin using December 2020?**

A: Yes. The EVV app for IPOne and the CDE will be different, but are similar in how they work, and the steps required when using the app.

**Q: Will clients be able to reduce hours that have already been authorized?**

A: Clients will work with the CDE to assign authorized hours to IPs.

**Q: Wi-Fi options are extremely limited due to COVID. Cafés/coffee shops that have allowed guests to use of their Wi-Fi have now closed their lobbies due to COVID. Are there any alternate options to access webinar information and the upcoming Getting to Know the CDE virtual sessions?**

A: In response to the impacts of COVID-19, Drive-In Wi-Fi Hotspots provide free temporary, emergency internet access for Washingtonians who do not have broadband service to their homes. Visit [www.driveinwifi.wa.gov](http://www.driveinwifi.wa.gov) to find locations near you.

# Questions

Next webinars:

1/21/21 @ 3:00pm

2/16/21 @ 10:30am

3/18/21 @ 3:00pm

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

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

# Stay Connected

**Sign up for Email Updates:** *Select Consumer Directed Employer*

AL TSA -

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

DDA -

<https://public.govdelivery.com/accounts/WADSHSDDA/subscribers/new>

**Visit the CDE website:** <https://www.dshs.wa.gov/alt sa/cde>

Transforming  
Lives

**Email the Project:**

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

