

Transforming  
Lives

# CDE December Public Webinar

December 17, 2019

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.

# 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

# CDE Project Update

# Solutions Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none"><li>• Held first vendor kick-off meeting with project sponsors, core team, and Consumer Direct of Washington (CDWA) key staff members</li><li>• Completed first review and comment cycle of CDWA project schedule</li><li>• Developed scenarios for fit/gap analysis with CDWA</li></ul>	<ul style="list-style-type: none"><li>• Begin fit/gap analysis sessions with CDWA</li><li>• Additional review and acceptance of CDWA project schedule</li><li>• Integrate CDWA project schedule with master DSHS schedule</li><li>• Host CDWA at January SDG meeting</li><li>• Complete contracting with PPL</li></ul>

# Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none"><li>• Conducted <b>IP</b> baseline readiness assessment (a.k.a IP CDE Awareness Survey)</li><li>• Held first readiness planning meeting with CDWA</li><li>• Wellness Education Article issued</li></ul>	<ul style="list-style-type: none"><li>• Analyze data from IP readiness survey and develop action plan</li><li>• Finalize IP/client readiness plan</li><li>• Hire HCS CDE Program Manager</li></ul>

# Poll Question



Did you take the IP Awareness Survey?

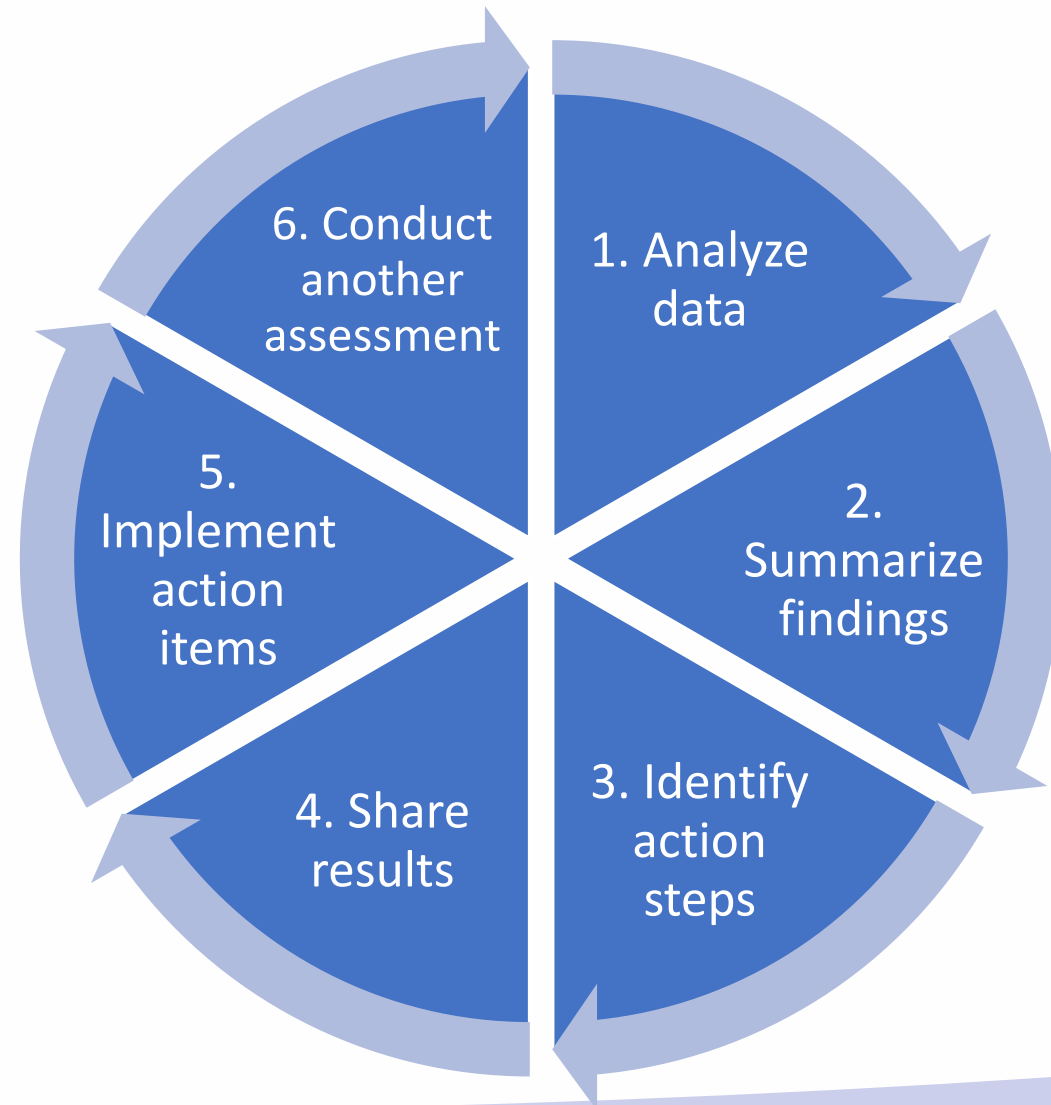
- A. Yes
- B. No, I chose not to take it
- C. No, I didn't know about it

# IP baseline awareness survey – high level results

- 4,545 respondents
  - 44,728 IPs w/current contracts and recent claims
  - 10.16% response rate
  - 99% confidence within margin of error of 2%
  - 2,158 shared ideas on how to inform clients and IPs
  - 993 expressed interest in participating in the pilot
    - 574 responded with their contact info

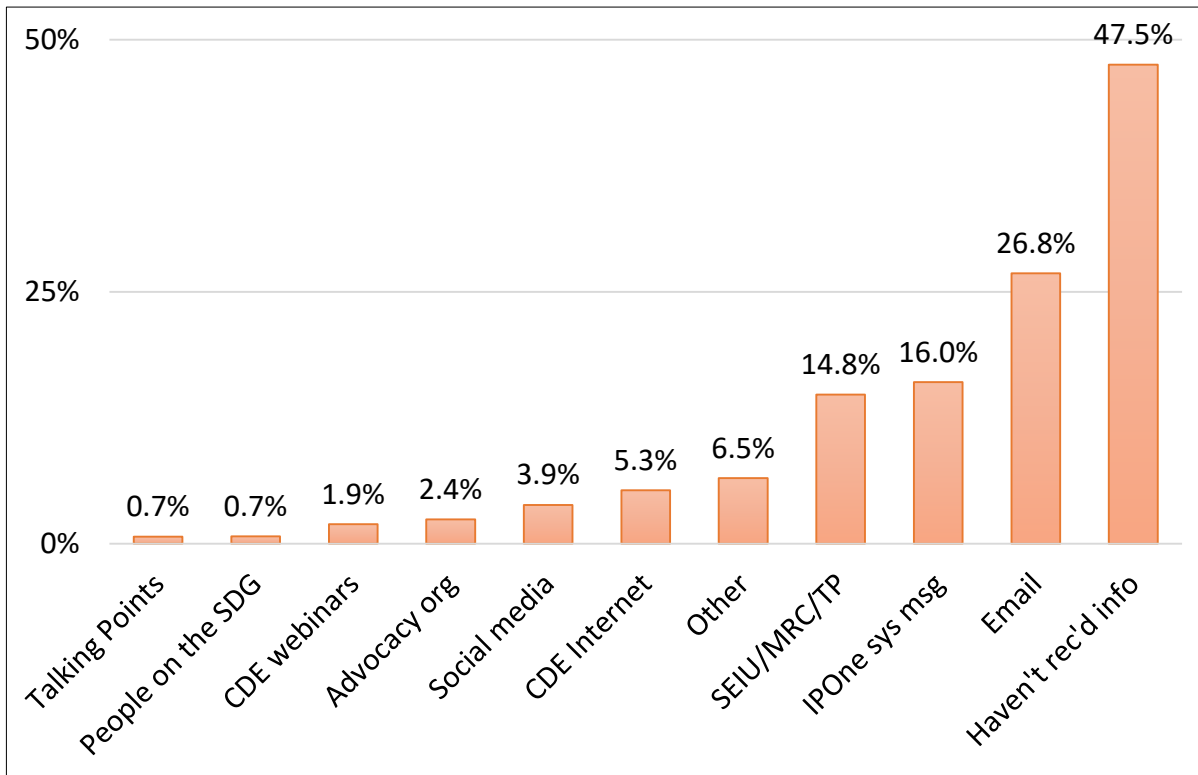


# IP baseline readiness assessment – next steps

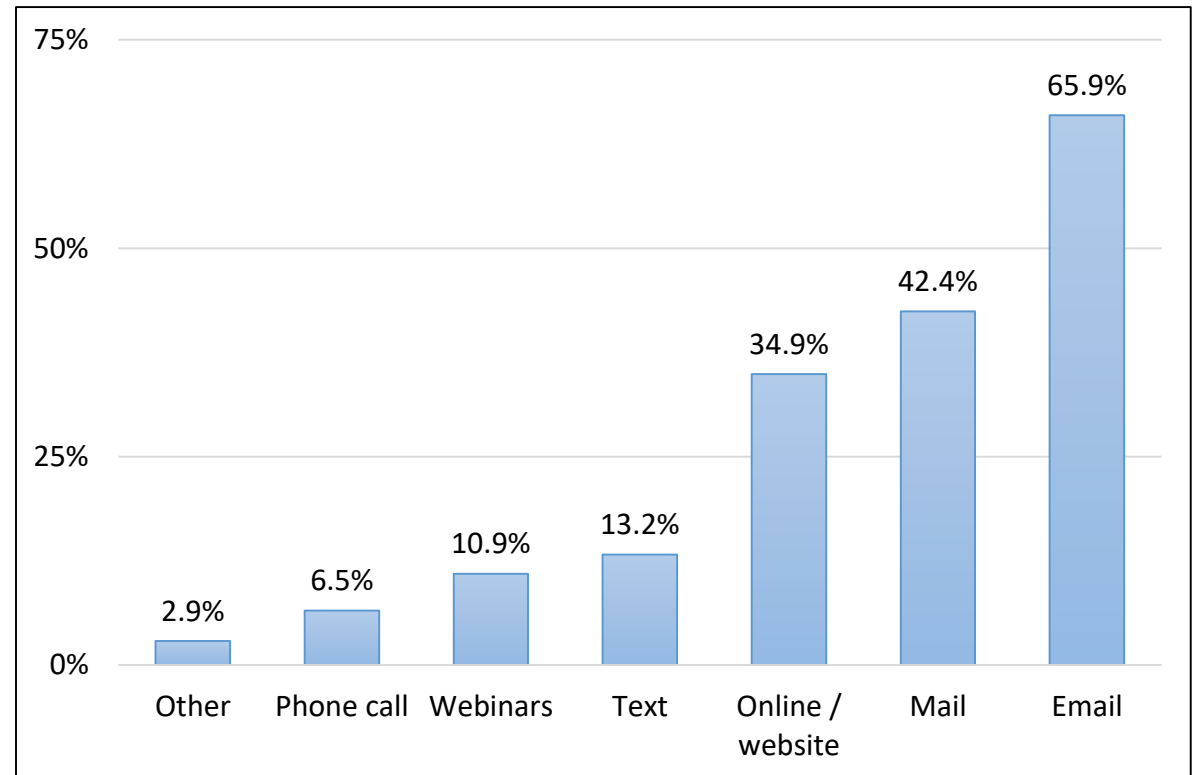


# IP baseline awareness survey – Communication discussion

**How receives info**  
(select all that apply)



**How wants to receive info**  
(select all that apply)



# Poll Question

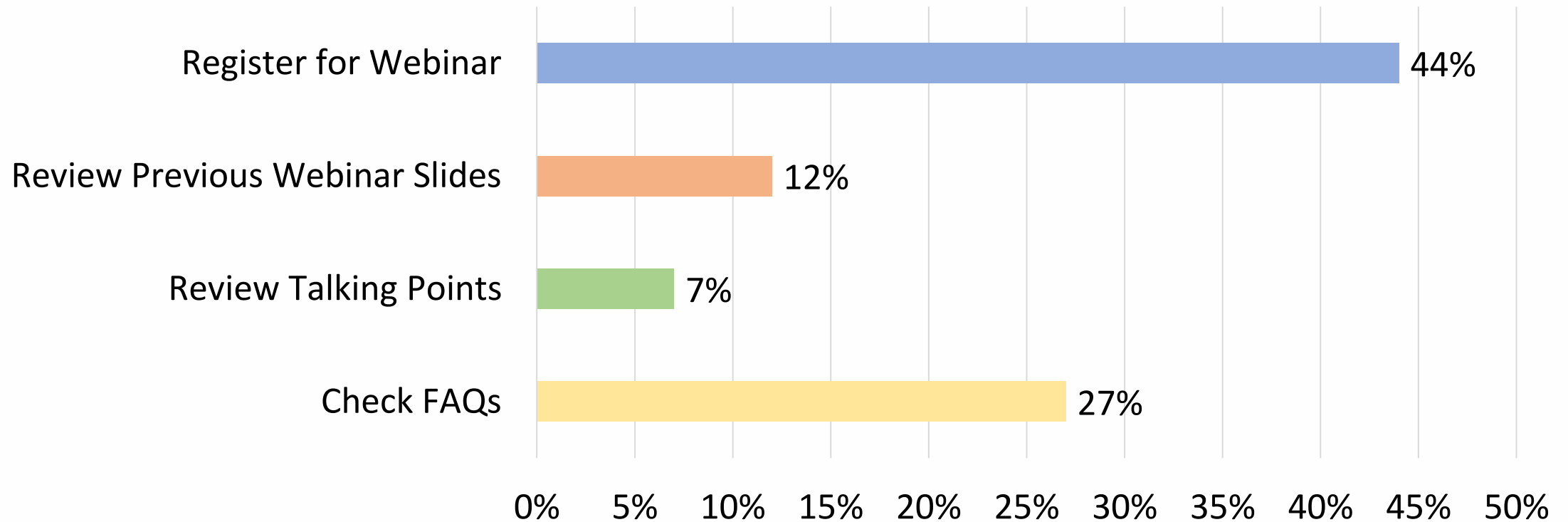


If you took the survey, how did you hear about it?

- A. IPOne.org or IPOne portal
- B. Email
- C. Advocacy Group (Arc of Washington, DDC, etc.)
- D. Social media
- E. Other IP

# November Poll Question Results

What do you usually go to the CDE website for?



# Questions from the November Webinars

**Q: Will the CDEs be working with AAAs and HCS offices to utilize their space to meet with IPs? Will they also have permanent offices for IPs to walk in at any time?**

A: The CDEs will work with HCS and DDA offices to coordinate use of space for IP hiring, training, and other support activities. DSHS has encouraged the CDEs to reach out to the AAAs individually to see if they are interested in providing space as well. CDWA will have a few office spaces across their area that IPs may come to. PPL will not have any offices to receive IPs.

**Q: Will CDE staff make home visits to meet clients/IPs?**

A: In general, no. If there is a problem reported by the IP or client, and the CDE thinks that a home visit may be helpful to resolve the situation, they may choose to visit the client's home with the client's permission.

**Q: Will the CDE review the care plan with the hired IP? Can the case manager review the care plan verbally to ensure the IP understands their "job description"?**

A: The case manager will send the assessment details and service summary to the CDE via CARE electronic interface. When the client approves the Care plan, it will be shared with the IP. The CDE will sign the Service Summary as the Medicaid provider.



**Q: Will the CDEs be able to decline accepting a client?**

A: If something about the situation between the client and the provider does not support a safe plan of care in the CDE's professional judgement, and the client is unwilling to choose a different IP, the CDE may choose to not provide services to the client under those conditions. Also, if a client does not pay their client responsibility to the CDE, the CDE may stop providing services to them.

**Q: What is the timeframe for notifying case managers if a client is not paying their Client Responsibility?**

A: Timeframes for notifying a case manager when a client has not paid their client responsibility are to be determined. Clients will be notified they have 30 days to pay past due client responsibility or be terminated from the CDE. CMs will be notified when the notice is sent to clients.

**Q: What does the timeline for hiring IPs look like? Will it take longer to hire them at the CDE?**

A: The contract specifies that once an IP has submitted all paperwork correctly, the CDE has three business days to complete their hiring process.

**Q: How will the CDE work when it comes to APS reports regarding abuse/neglect by Individual Providers?**

A: The CDE will be informed of an investigation similar to how home care agencies are today. Their role in the investigation will vary depending on the nature of the investigation.

**Q: Do existing Individual Providers get grandfathered into the CDE as employees of the CDE?**

A: No, IPs who are in good standing with their credentials and have an active authorization or are in the HCRR database will be contacted to complete new hire paperwork. The move to become an IP is not automatic.

Next webinars:

1/21/20 @ 10:30am

2/18/20 @ 10:30am

3/17/20 @ 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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