

# CDE December Public Webinar

December 20, 2018



*Transforming lives*

# What is the CDE?

The Consumer Directed Employment project will transfer the administrative functions and responsibilities of Individual Provider (IP) management from DSHS and AAA case management staff to the Consumer Directed Employer.

# Vision

## **More Time and Efficiency**

- Case management staff will have more time to work with participants to support activities that maintain their health and well-being
- Participants will have more time from case managers
- IPs will work with a single entity for payroll, tax reporting, credentialing and other concerns

# CDE Project Update

# Recent Accomplishments

- RFP Response deadline pushed out one month
- 7 Staff listening sessions complete
- Financial Evaluation Apparent Successful Bidder (ASB) identified
- Staff readiness assessment launched
- 17 Transition Plans have been drafted
- New business analyst started 12/3/2018
- Readiness Analyst recruitment in progress

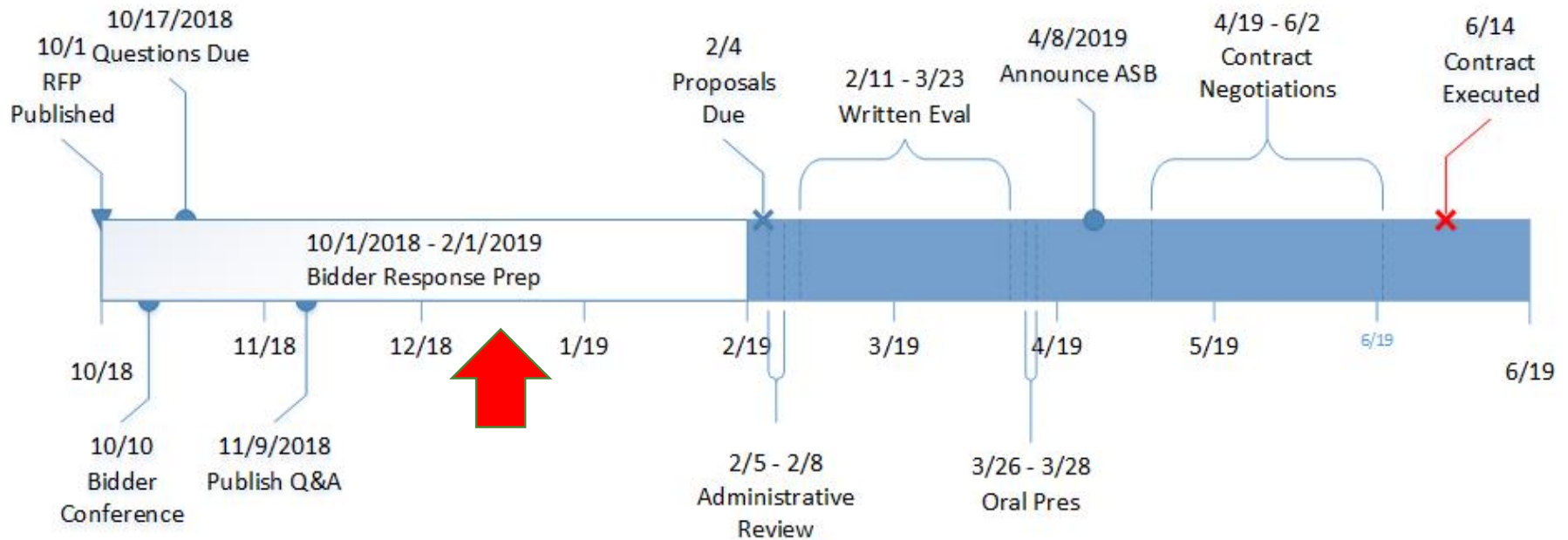
# Upcoming Tasks

- Analyze and publish the results of the readiness assessment
- Finalize contract with Financial Evaluation ASB
- Continue developing transition plans
- Complete final preparations for RFP evaluations
- Continue communication and outreach activities

# Procurement Review – Key Dates

Issue RFP	10/1/18
Pre-Response Conference ✓	10/10/18 10:30AM PDT
Bidder Letter of Intent Due ✓	10/12/18 3:00 PM PDT
Publish Final Q & A ✓	11/9/18 5:00 PM PST
<b>Bidder Responses Due</b>	<b>2/4/19 3:00 PM PST</b>
<b>Written Response Evaluation Period</b>	<b>2/5/19 – 3/23/19</b>
<b>Conduct Bidder Oral Presentations/Demonstrations</b>	<b>3/26/19 – 3/28/19</b>
<b>Announce Apparent Successful Bidder</b>	<b>4/8/19</b>
<b>Contract Negotiations</b>	<b>4/19/19 – 6/2/19</b>
<b>Contract Executed</b>	<b>6/14/19</b>

# Procurement Timeline



Revised CDE Procurement Schedule as of 12/11/18



# REMINDER: Procurement Protocols

In order to ensure a fair and transparent procurement process, DSHS has adopted rules that govern how communications are to be handled.

During an active procurement, all communications from potential bidders or interested parties are to flow through the DSHS procurement coordinator.

**If you receive a question or contact from a potential bidder on the CDE RFP, please direct them to:**

James O'Brien, DSHS RFP Coordinator

Telephone: (360) 664-6055

Email: [obriejm@dshs.wa.gov](mailto:obriejm@dshs.wa.gov)

## Question

What have you heard about the CDE that concerns you or you are unsure about?

Type the answers into the question box

## Electronic Visit Verification Update

- The *EVV Solution BRD v1.0* has been approved by Sponsors and shared with the project's stakeholders
- Attended Centers for Medicare & Medicaid Services' (CMS) *Electronic Visit Verification Stakeholder Open Door Forum* – November 7<sup>th</sup>
- Continuing to hold focus group meetings in support of Home Care Agencies:
  - Home Care Agency EVV readiness
  - Changes to billing and claims
  - EVV vendor testing

# Communication Materials

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

Talking Points #5 just posted!

*“Home Care Agencies and the CDE: Difference and Similarities”*

# Poll Question

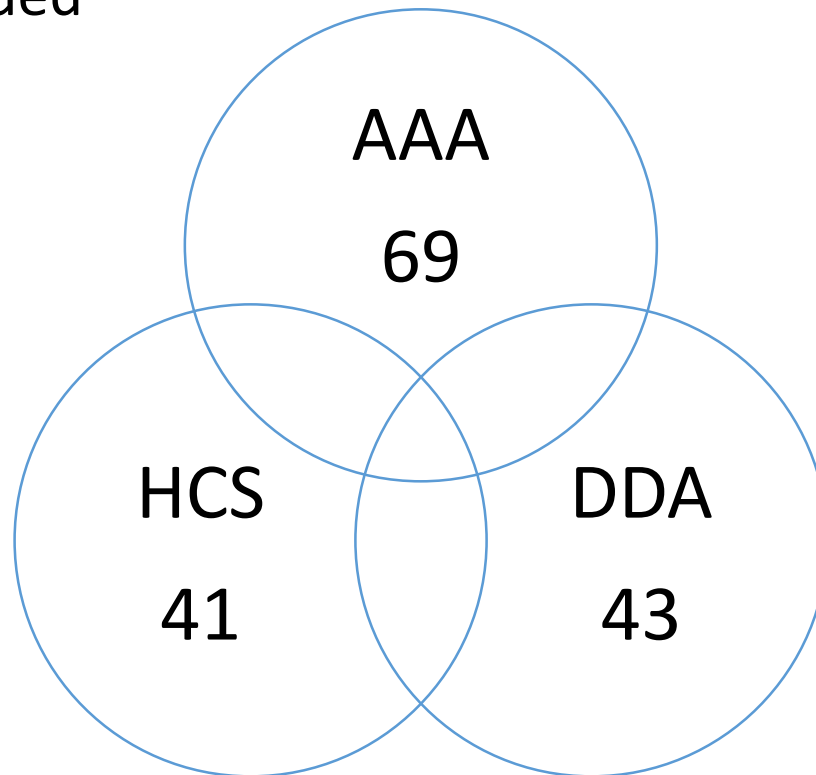
What additional information / topics would you like to learn about?

- Background Checks / CC&S Process
- Communication with CDE
- Work Week Limits and Overtime
- Other (please type into question box)

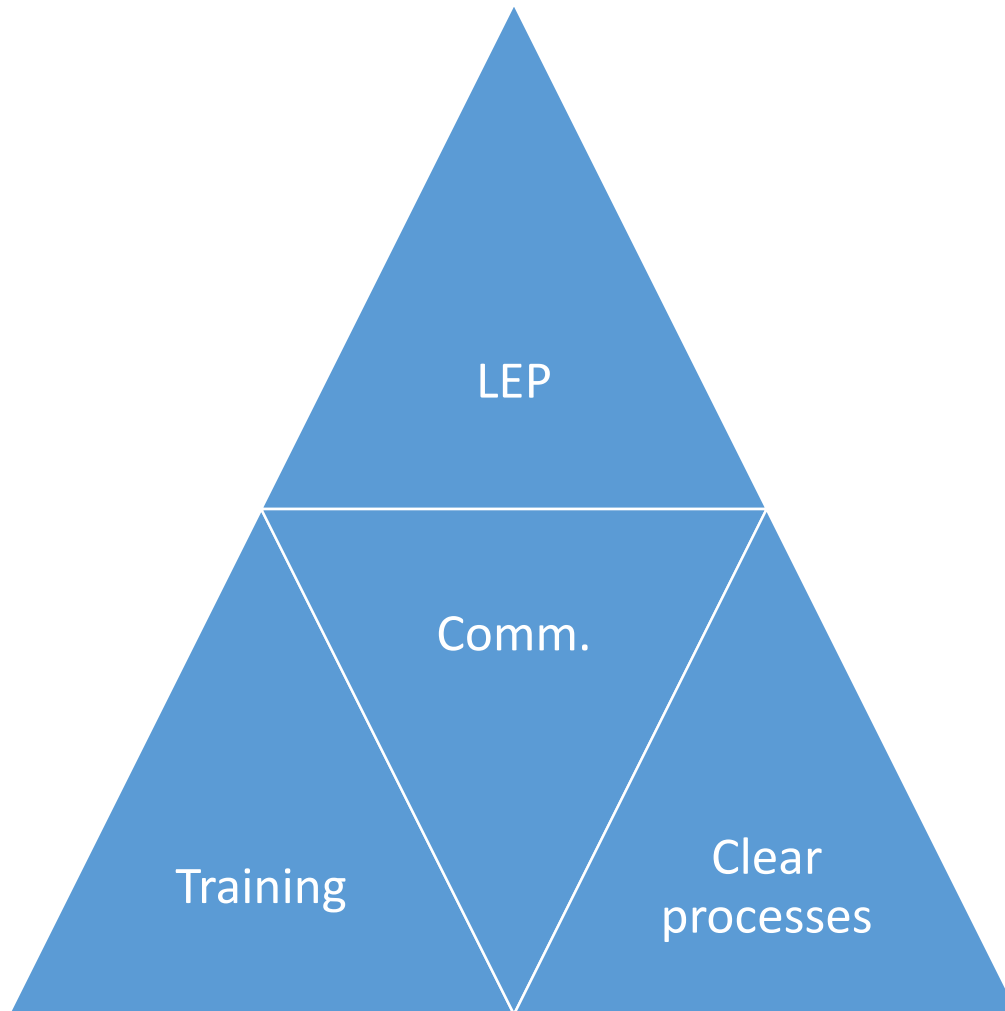
# Staff Listening Sessions

7 sessions across the state

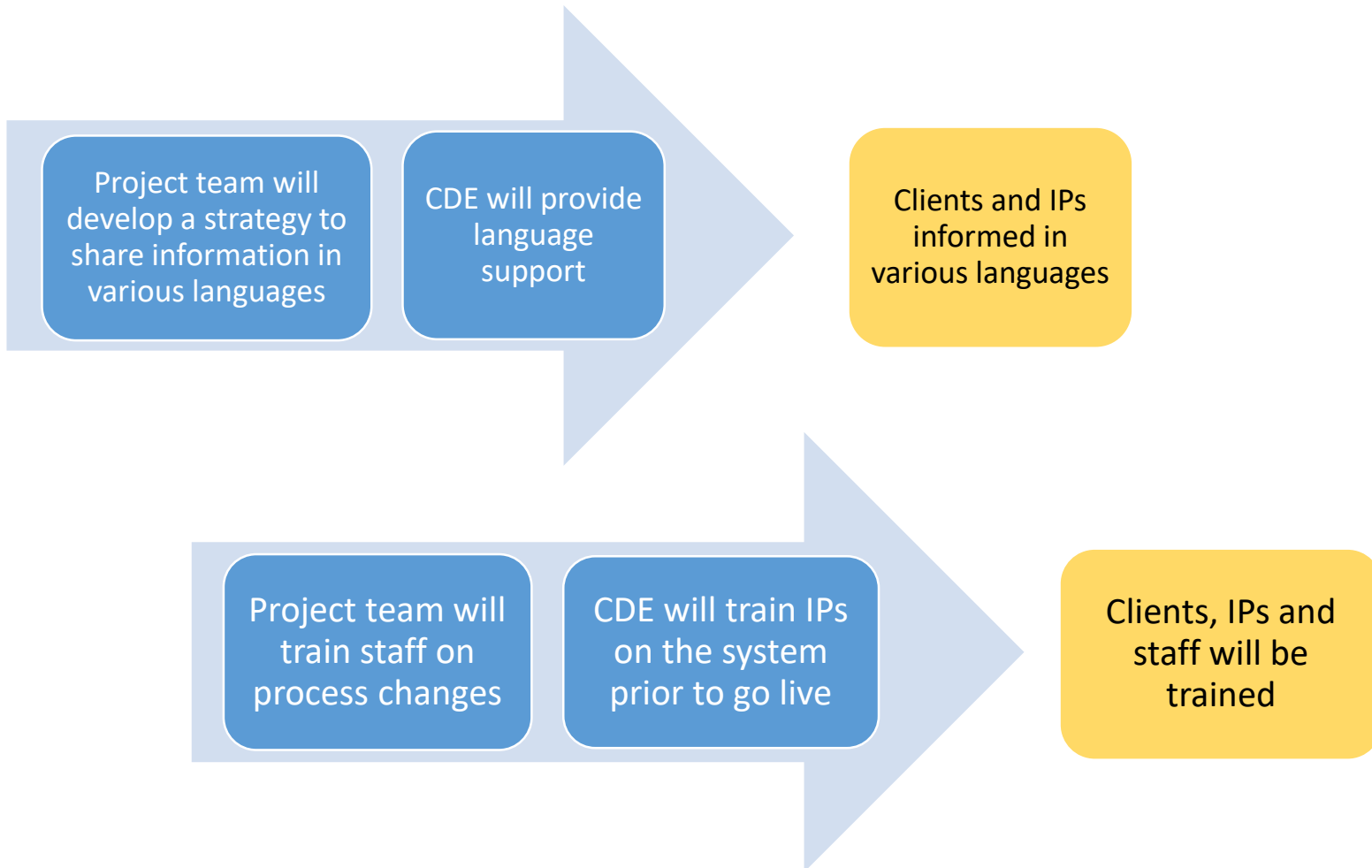
153 staff attended



# Common Listening Session Themes



# What's next





# Poll Question

When is the best timeframe for these 1 hour webinars?

- 9am – 11am
- 11am – 1pm
- 1pm – 3pm
- Other (please type into question box)

# Questions from the November Webinars

## **Q: How will IPs complete timesheets?**

A: IPs will begin using Electronic Visit Verification at the time the CDE is implemented. Providers will be required to clock in and out as well as provide the additional information required by the 21<sup>st</sup> Century Cures Act. The vendor will provide multiple options for this data entry. In the event a provider forgets to clock in/out or needs to make a revision, the vendor will have mechanisms to support these changes as well.

## **Q: Will IPOne be going away?**

A: IPOne as it exists today will go away. The CDE vendor is responsible to provide a payment system as part of the service they will provide. This payment system will be fully managed by the CDE vendor and DSHS will only have oversight responsibilities for managing the CDE vendor to the contract.

**Q: How will overpayments be handled once the CDE is implemented?**

A: Overpayments will be issued to the CDE rather than to IPs, in the same manner as overpayments are issued to a home care agency rather than the individual worker.

**Q: How will EVV affect providers who live with the client to whom they provide personal care? Is any exemption being discussed?**

A: DSHS is continues to develop policy in this area.

**Q: What is the plan for those Individual Providers who do not have internet access, or a smart phone to use an app for Electronic Visit Verification?**

A: The Electronic Visit Verification system is expected to have a way to deal with connectivity challenges. A possible solution may include using a land line or waiting to upload information until there is connectivity. It has not yet been determined whether Individual Providers may use their own devices or a device issued to an Individual Provider or the consumer solely for the purpose of Electronic Visit Verification.

**Q: Will the CDE be notified when a client is authorized for nurse delegation?**

A: Yes, it will be the responsibility of the CDE to work with clients to determine which tasks are assigned to each IP from the Consumer's plan of care, including tasks that may require nurse delegation.



**Q: Who will handle the collective bargaining agreement after the current CBA ends?**

**A:**

- The Collective Bargaining Agreement in place at the time the Consumer Directed Employer becomes operational will be followed by the Consumer Directed Employer, including the payment of union dues and the provisions for all benefits.
- The Consumer Directed Employer will then bargain with the exclusive representative for the Individual Provider workforce.

**Q: With the CDE, will IPs still be able set their own schedules as needed or will they be required to do time off requests through the CDE?**

A: The client will continue to set the schedule of their IP within their assigned hours and the IP's work week. The CDE will monitor work week limits.

**Q: Please review the information about who will collect client responsibility**

A: As the IP's employer, the CDE must pay the providers for all hours worked. In order to do so, the CDE will pay the IP the total amount due and collect the client responsibility amount directly from the client.

**Q: How does the client responsibility payment to the IP work if the IP is a parent?**

A: The CDE will collect the client responsibility directly from the client, regardless of any familial relationship between the IP and client.

**Q: As a live in care provider, my income is excluded from tax reporting per IRS notice 2014-7. However, if my pay will be coming from the CDE, and not from DSHS may my income still be excluded from tax reporting?**

**A: Yes, all income meeting the requirements in IRS notice 2014-7 will continue to be excludable from tax reporting.**

**Q: When an IP is also employed by a Home Care Agency, will training certificates that the IP gets from the Home Care Agency employer be sufficient for the CDE?**

A: Implementation of the CDE will not change the training requirements or who provides the training. Training certificates need to be from a DSHS authorized trainer. Some home care agencies are DSHS authorized trainers.

**Q: Will the CDE register IPs for required classes?**

A: No, the CDE will not register IPs for training classes. The CDE will be responsible for determining what category of training is required for a provider based on all applicable factors and will offer support to IPs in completing the homecare aid certification and required continuing education. The CDE will also track training compliance. The Training Partnership will continue to provide training opportunities.

**Q: Is there language support for the complaint resolution process?**

A: The RFP includes an expectation that the CDE vendor provides language support to clients for all activities including the complaint resolution process.

Next webinars:

1/22/19 @ 10:00am

2/19/19 @ 2:30pm

3/19/19 @ 10:00am

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

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



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**Email the Project:** [CDE@dshs.wa.gov](mailto:CDE@dshs.wa.gov)

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