

Transforming
Lives

Strategic Development Group

June 9, 2020



Agenda

1. CDE updates
2. CDWA – Who to Call Handout
3. Electronic Visit Verification
4. CDWA virtual informational sessions
5. Policy & Procedures Matrix
6. Roundtable

Recent Accomplishments

Solutions Update



Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Reviewed user stories from WWL design sessions• Received CDWA project schedule with revised milestones and key deliverables based on realized COVID delay• Began requirements gathering sessions with CDWA interface developers (CARE, Trusts, P1)	<ul style="list-style-type: none">• Continue to refine schedule details for design and testing• Begin review of interface file layouts• Begin reviewing policies and procedures from CDWA

Readiness Update

Recent Accomplishments	Upcoming Tasks
<ul style="list-style-type: none">• Held CDWA virtual “Getting to Know the CDWA” staff informational sessions (last one next week)• Finalized Policy & Procedure list• Continued drafting Readiness Review metrics	<ul style="list-style-type: none">• Finalize content for 2nd CDE OCM training for Managers and Supervisors; schedule virtual sessions• Finalize plan for iterative communication activities by rollout phase• Schedule internal and external WAC review• Plan CDWA virtual “Get to Know the CDE” informational sessions for Clients & IPs• Distribute CM Fact Sheet




CDWA – Who to Call

Who to Call Handout



I Have a Question!

When you have a question, who do you contact? The Consumer Directed Employer works with many partners. See the chart below to help you know who to contact.

Clients		
Topic	Reason for call	Who can help
Questions	<ul style="list-style-type: none">Electronic Visit Verification (EVV) mobile app helpEVV alternativesCDWA web portal registration, login assistance or trainingUpdate address, phone number, or emailUnderstanding time entered for services providedVerification of Employment (VOE)Hiring a new Individual Provider (IP)Background checksOvertime and Work Week LimitsCharacter, Competency & Suitability (CC&S)Client Responsibility (how it is paid)Assignment of IP hours	<p>Consumer Direct Care Network Washington</p> <ul style="list-style-type: none"> InfoCDWA@ConsumerDirectCare.com XXX.XXX.XXXX Visit DirectMyCare.com to make changes to your contact information and assignment of hours
Client Responsibility	<ul style="list-style-type: none">How is Client Responsibility determined	<p>Financial Worker</p> <ul style="list-style-type: none">Contact your DSHS Financial Worker
Authorization Questions	<ul style="list-style-type: none">Understanding the CARE assessment processAuthorized services and care plansAuthorization errorsClient functional and financial eligibility	<p>Client's Case Manager</p> <ul style="list-style-type: none">Contact your AAA, DDA or HCS Case ManagerContact info is on the client's Authorization letter
Job Board to Connect IPs and Clients	<ul style="list-style-type: none">IPs looking for additional shiftsClients looking for an IP or additional IPs	<p>Carina</p> <ul style="list-style-type: none">CarinaCare.com helps connect clients with IPs

Do you have questions for CDWA? Email us at InfoCDWA@ConsumerDirectCare.com or call us at XXX.XXX.XXXX

Electronic Visit Verification

EVV

- Washington State received a good faith exemption which extended the requirement of an EVV system in place for personal care services to January 1, 2021
- DSHS has initiated the process to start implementation of EVV with PPL to meet the federal timeline and avoid penalties that exceed \$10 million - no changes to live-in provider exemption



CDWA virtual informational sessions

Getting to know the CDWA sessions

- Introduction of CDWA to IPs, clients, family members, tribes and stakeholders
- Anticipating informational sessions will be held in fall 2020



Poll question

What time of day do you think would be best for the CDWA sessions?

- A. 7am-10am
- B. 10am-2pm
- C. 2pm-5pm
- D. 5pm-7pm
- E. Other – please enter in Questions box

Poll question

What information do you think your stakeholders would like to learn about during the sessions?

- A. Electronic Visit Verification
- B. Communication and support model
- C. Implementation activities and timelines
- D. How IPs will become employees
- E. Other – please enter in Questions box

Question

What questions have you been hearing from stakeholders about CDWA and the CDE?

Please enter responses into the Questions box

Policy & Procedures Matrix

Policy & Procedures

(review timelines shown are approximate)

- Batch 1: June 5 – June 12
- Batch 2: June 26 – July 3
- Batch 3: July 17 – July 24
- Batch 4: Aug 14 – Aug 21

Roundtable

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