



Working with the Consumer Directed Employer (CDE)

The purpose of this chapter is to describe the policy and procedure for social services staff when care planning and coordination with the Consumer Direct of Washington (CDE).

Ask the Expert

If you have questions or need clarification about the content in this chapter, please contact:

Natalie Lehl Care Management Program Manager
Natalie.Lehl@dshs.wa.gov

TABLE OF CONTENTS

Working with the Consumer Directed Employer (CDE)	1
Table of Contents	1
Background	3
Working with Carina through CDWA	3
Authorizing to CDWA	3
Sending and Receiving Assessment Documents	4
CDE notifications & CARE	5
Contacting CDWA	5
New Client Authorization: New to CDWA, New to Medicaid Services	6
Instructions	6
Client/Individual Provider matching process	7
Emergent Care Needs Process	8
Facility Discharge Pre-Authorization Individual Provider Referral to CDWA	10
MAC and TSOA Enrolled Participant & Individual Providers	11
PACE Enrolled Clients	17
Individual Provider mileage when a client transfers to an adult family home	18
Individual Provider/client match concerns	19
Notifying CDWA of changes to hour allocation	19
Utilizing Community Choice Guide services for Individual Provider Hiring Process	19
communication when CDWA cannot fill authorized hours	20
HOW do I know if an Individual Provider is ready to work?	20



What if CDWA Cannot Open My Encrypted Email?	20
What if a Client is Hospitalized?	20
How Would a Case Manager Contact the Assigned Service Coordinator (ASC) for a Client, Care receiver, or Associated Individual Provider?	20
When Should I Call the CDWA Case Manager Line?	21
How is Mileage Assigned to CDWA?	21
What if aN ASC or CDWA repResentative Cannot see tasks for your client?	21
How do I escalate unresolved issues?.....	22
client Responsibility	23
Working with Adult Protective Services	23
Medicaid fraud referrals	24
CDWA Administrative Functions.....	24
Revision History	27



BACKGROUND

Consumer Direct Care Network Washington (CDWA) is the contracted vendor of the Consumer Directed Employer (CDE). CDWA serves as the administrative employer for all Individual Providers (IPs) of in-home personal care, respite services, and participants who receive personal or respite care. CDWA manages credentialing, payroll, and other administrative employer responsibilities. Clients select, schedule, supervise, and dismiss Individual Providers as their managing employer.

CDWA also manages Carina, a service that helps with matching clients and caregivers.

WORKING WITH CARINA THROUGH CDWA

CDWA can assist a client who needs help creating a job posting in Carina to find an Individual Provider. Carina posts are active for 60 days. If an Individual Provider is not found during the 60 days, CDWA will attempt to contact the client/authorized representative to confirm that an Individual Provider is still needed. If so, CDWA will re-post the job in Carina. If CDWA is unable to reach the client/authorized representative, they may follow-up with the Case Manager for care planning assistance or information.

Case managers may provide flyers to clients requesting additional information about Carina's services and how to sign up:

- [Carina, English Consumer-Case Manager One-Pager](#)
- [Carina, Spanish-Espanol Consumer-Case Manager One-Pager](#)

Additional resources are available in Carina for clients and Individual Providers that have a preferred language other than English:

- To update language preferences, click [here](#).
- To add language preferences to a Job Post, click [here](#).
- Downloadable flyer about Carina for INDIVIDUAL PROVIDERS in multiple languages: [Dropbox Folder](#)

AUTHORIZING TO CDWA

The CDE is considered the Medicaid provider for clients who receive personal care from an Individual Provider. When a client chooses to receive care from CDWA, the Case Manager (CM) will need to do the following:

- Add CDWA to the CARE plan and move the assessment to current. Case Managers should not wait until the Individual Provider is fully hired to move the assessment to current.
- Assign all tasks the Individual Provider(s) will complete to CDWA's ProviderOne ID #2148685-01. The ProviderOne name will appear as Consumer Direct Care Network (CDCN).



- Open an authorization using service code: T1019, U6.
 - Do not authorize using service code T1019 [no modifier].
 - For new clients, the start date of the CDWA authorization will be no earlier than the same day as the client's financial and functional eligibility start date.
- For initial service setup, complete electronic form DSHS 14-443 for HCS or DSHS 15-345 for DDA in Barcode Start date given should align with CDWA's authorization start date.
- If no Individual Provider has been identified, refer the client or Authorized Representative to Carina to pose an ad in search for an Individual Provider. If unable to use Carina, refer them to CDWA for additional assistance with this process.
- If an Individual Provider who is not already employed by CDWA has been identified by the client, the Individual Provider should be directed to CDWA's website to submit their online application.
- CARE notifications from CDWA will let a Case Manager know when an Individual Provider has been hired.

SENDING AND RECEIVING ASSESSMENT DOCUMENTS

Client Assessment Details and Service Summary must be sent to CDWA via CARE. For this to occur:

- Consumer Direct Care Network (CDCN) must be identified on the Support screen as a paid provider; and
- There must be an active authorization header to the Consumer Direct Care Network (CDCN) using ProviderOne ID #214868501
 - Service lines do not need to be created to send documents.

If staff try to send documents to CDWA prior to those two steps being completed, staff will receive an error message advising why the documents cannot be sent.

Staff will use CARE to select which assessment documents will be sent to the CDE. Upon review by the Individual Provider, the CDE will electronically sign the Service Summary/LTSS PE Care Plan/PCSP and return it electronically to DMS (Barcode) where it will be stored in the client's Electronic Record (ECR). A CARE Tickler will alert the Primary Case Manager when a CDWA signed Service Summary/LTSS PE Care Plan/PCSP is submitted to DMS. The Case Manager will enter an SER that the CDWA signed Service Summary/LTSS PE Care Plan/PCSP is visible in client's ECR.

For Development Disabilities Community Services, staff can send documents to CDWA through the CARE Web application by triggering the Slide Out from the Assessment History table. The necessary fields will be enabled if the assessment is in Current status.



Historical Service Summaries that need to be sent to CDWA will not be able to be sent via CARE. If a Service Summary for an assessment that is no longer in current must be submitted to CDWA:

- Secure email the Service Summary to InfoCDWA@consumerdirectcare.com
- Add in the subject line "Old Service Summary unable to send via CARE"

CDE NOTIFICATIONS & CARE

CARE functionality provides staff with important updates regarding client care with the CDE. CDWA has developed a [Notification Matrix](#). The notifications are sent to the primary Case Manager assigned to the client's case in CARE and are intended to provide staff advanced notice of changes that could impact client care. Supervisors can also view the notifications sent to staff; the functionality of CDE notifications screen mirrors that of the existing CARE Ticklers screen.

CDE Notifications include notices such as a client's Individual Provider(s) losing eligibility to work or a client at risk of losing CDE services due to nonpayment of client responsibility. These notifications are provided to give Case Managers the information needed to address potential gaps in care for clients.

Case Managers are NOT expected to address concerns with Individual Providers or make efforts to get them back in compliance.

For more information, review the CARE Help File/Assessors Manual.

CONTACTING CDWA

Client needs to contact CDWA:

Refer the client or their representative to CDWA's [Contact Us website](#) page:

- [CDWA's email address](#)
- Text: 877-532-8568
- Call: 866-214-9899

Case Manager needs to contact CDWA:

- Call the Case Manager ONLY line: 866-932-6468
- [CDWA's email address](#)
 - Please provide: Client name, ProviderOne ID, physical address, phone number, email, date of birth (DOB), preferred language, and gender.
 - Ensure outgoing emails are encrypted according to DDA, HCA and AAA local policy and ensure that NO personal health information (PHI) in the subject line.
 - For DDA, HCS, and AAAs within the DSHS firewall, you may include [DSHS Secure] within the email's subject line to encrypt.
 - [CDWA's email address](#) (can receive encrypted [Secure] emails).



Individual Provider needs to contact CDWA:

- All new Individual Providers should visit [CDWA's website](#) and click on the Careers tab.
- If an Individual Provider needs assistance, the Case Manager may refer them to:
 - [CDWA's email address](#)
 - Call: 866-214-9899
 - Text: 877-532-8568

NEW CLIENT AUTHORIZATION: NEW TO CDWA, NEW TO MEDICAID SERVICES

This process applies to all clients who are referred to CDE services, including clients:

- New to Medicaid services;
- New to CDE services who want to hire an Individual Provider as part of their care plan; or
- New clients utilizing both home care agency-based and CDE services simultaneously.

An Individual Provider match is **not** required for staff to issue an authorization and send the Client's Assessment Details and Service Summary to CDWA.

Instructions

Case Manager creates a CDWA authorization.

Case Manager will send the Assessment Details and Service Summary to CDWA using the "Send Documents to CDWA" menu option in CARE web.

If the Client knows who they would like to hire as an Individual Provider, they will contact CDWA with the Individual Provider's information. CDWA's Client Support Team will then verify if the Individual Provider is new to the hiring process or if they are an existing Individual Provider.

Note, the Case Manager can assist the Client with notifying CDWA if the Client requests. The following should be used when e-mailing this information to CDWA:

Case Manager will secure [email CDWA](#) with a the embedded subject line. CDWA applies email filters based on the subject and key words to direct the email internally to CDWA's Client/Individual Provider Support Team.

- **Subject Line of email:** "[CDWA new client / new to Medicaid services](#)"
- **Include in email if known, the Individual Provider's:**
 - Name
 - Phone number
 - Email, and
 - Mailing address



If an Individual Provider is **not** known, the CDWA Client/Individual Provider Support Team will use information from the client's Assessment Details and Service Summary to post the job in Carina, if the client needs assistance.

Case Manager will [email CDWA](#) with the Client/Authorized Representative (AR) contact information if it is not noted in the client's Assessment Details and/or Service Summary.

The CDWA Client/Individual Provider Support Team will attempt to identify potential Individual Provider matches and send the Individual Provider's information to the Client/AR. If CDWA is not able to contact the client to coordinate personal care, CDWA will notify the Case Manager via email. The Case Manager will notify the Client/Authorized Representative of potential Individual Provider matches.

CDWA is unable to guarantee an Individual Provider match will be made. The Case Manager is responsible for working with the Client/Authorized Representative to explore alternative personal care options if a match cannot be made.

The Client/Authorized Representative will be responsible for interviewing the Individual Provider (s) until an acceptable match is found based on schedule, needs, etc.

The Client/Authorized Representative will notify the CDWA Client/Individual Provider Support Team of their Individual Provider choice and keep the Case Manager updated throughout the process.

If more than one Individual Provider is chosen, CDWA will allocate hours per client's direction as the managing employer; if Client/Authorized Representative input is not provided, Individual Provider hours will be divided equally among the Individual Provider until client notifies CDWA otherwise.

CLIENT/INDIVIDUAL PROVIDER MATCHING PROCESS

An Individual Provider needs to be matched to a client in the CDWA system before the Individual Provider can complete the hiring process and provide services. New client/Individual Provider pairs need to be confirmed by the client, Individual Provider, or Case Manager before CDWA will match them in their system.

Case Managers will notify CDWA of a client/Individual Provider match via [CDWA's Contact Us website page](#).

- Under "Email Consumer Direct Care Network Washington", add their Name, Email, and Phone
- Choose "Case Manager" from the Select your Role drop-down
- Choose "Client/Individual Provider Match" from the Contact Reason drop-down
- Enter the Individual Provider information in the Message box



This information should be sent to CDWA as soon as a client/Individual Provider match is known. Providing this information to CDWA will result in faster client/Individual Provider pairing.

If this information is not shared by the Case Manager, the CDWA Client/Individual Provider Support Team will reach out to the Client/Authorized Representative via phone to confirm the match.

CDWA will determine the number of attempts that need to be made to contact the client, based on how quickly they can make the match. If CDWA is unable to contact the Client/AR, CDWA will call the potential Individual Provider, email the Case Manager to confirm the match, and get services started.

EMERGENT CARE NEEDS PROCESS

Sometimes a client has emergent care issues, such as:

- Left Hospital or Skilled Nursing Facility Against Medical Advice (AMA)
- Adult Protective Services Involvement
- Hospice
- Nursing or Wound Care involvement
- Other (with DSHS Supervisor approval)

When a client has emergent care issues and needs Individual Provider services urgently, the following steps should be taken:

- If the assessment has been completed, the Case Manager will:
 - Create a CDWA authorization.
 - Send the Assessment Details and Service Summary to CDWA using the “Send Documents to CDWA” menu option in CARE Web.
 - [Email CDWA](#) with the embedded Subject Line. CDWA applies email filters based on the subject and key words to direct the email internally to CDWA’s Client/Individual Provider Support Team.
 - Subject Line of email should read: “CDWA urgent hire required”
 - If the Individual Provider is already a CDWA employee, include the following information in the email, if known
 - Individual Provider name
 - Phone number
 - Email
 - Mailing address
 - If the Individual Provider is a new hire, send the Individual Provider to the [“Become a Provider”](#) tab on the CDWA website to begin the hiring process, include the following information in the email, if known
 - Individual Provider name
 - Phone number
 - Email
 - Mailing address



- Add the Client/Authorized Representative contact information if it is not noted in the client's Assessment Details and Service Summary.
- If the assessment has not been completed, the Case Manager will:
 - [Email CDWA](#) with the embedded Subject Line. CDWA applies email filters based on the subject and key words to direct the email internally to CDWA's Client/Individual Provider Support Team.
 - Subject of email should read: "CDWA urgent hire required"
 - Include basic information about the client in the email:
 - Name
 - Phone number
 - Mailing address,
 - Any information that will help CDWA create a Carina ad, such as, client is on hospice and appears to need assistance in the following areas...
 - If Individual Provider has been identified and is already a CDWA employee, include the following information in the email, if known:
 - Individual Provider name
 - Phone number
 - Email
 - Mailing address
 - If the Individual Provider is a new hire, send the Individual Provider to the "Careers" tab on the CDWA website to begin the hiring process, include the following information in the email, if known:
 - Individual Provider name
 - Phone number
 - Email
 - Mailing address
 - If the Individual Provider has not yet been identified, include the following basic client information in the email:
 - Name
 - Phone number
 - Mailing address
 - Any additional information that will help CDWA create a job post in Carina, such as, client is on hospice and needs assistance with the following Activities of Daily Living...
- One the assessment is completed, the Case Manager will:
 - Create a CDWA authorization
 - Send the Assessment Details and Service Summary to CDWA using the "Send Documents to CDWA" menu option in CARE Web.

CDWA will:

- Follow their urgent hire protocol, which includes setting up basic client information in the system so a client/Individual Provider match can be made.



- Assist the Individual Provider with the hiring process if needed or help an existing Individual Provider who needs to be matched with the client in CDWA's system.
- Post a Carina ad, if Individual Provider is not already identified, based on information from the Assessment Details and Service Summary, if provided, or the email from the Case Manager.
- Email the Case Manager when the Individual Provider has completed any necessary hiring activities, including Orientation & Safety (O&S) training if applicable, and has been issued an "OK to Provide Care" date.

FACILITY DISCHARGE PRE-AUTHORIZATION INDIVIDUAL PROVIDER REFERRAL TO CDWA

This only applies to clients who require an Individual Provider match prior to facility discharge or disenrollment from the TSOA or MAC programs.

The Case Manager will [email CDWA](#) with the embedded Subject Line, which should read "CDWA's new Client Pre-Authorization Individual Provider Referral". CDWA applies email filters based on the subject and key words to direct the email internally to CDWA's Client/Individual Provider Referral Support Team.

The following should also be included in this email:

- The client's Assessment Details and Service Summary to CDWA. This serves as confirmation to CDWA that the client is eligible for CDE services.
- The Client/Authorized Representative contact information if it is not noted in the client's Assessment Details and Service Summary.
- CDWA's Client/Individual Provider Support Team will use the client's Assessment Details and Service Summary to post the job in Carina.
- CDWA's Client/Individual Provider Support Team will attempt to identify potential Individual Provider matches and send the Individual Provider's information to the Client/Authorized Representative via phone. If CDWA is not able to contact the client by phone to coordinate personal care, CDWA will notify the Case Manager via email and the Case Manager will be expected to notify the Client/Authorized Representative of potential Individual Provider matches.
 - *CDWA is unable to guarantee an Individual Provider match will be made. The Case Manager is responsible for working with the Client/Authorized Representative to explore alternative personal care options if a match cannot be made.*
- Client/Authorized Representative will be responsible for interviewing the Individual Provider (s) until an acceptable match is found based on client's schedule, needs, etc.
- Case Manager will notify the CDWA Client/Individual Provider Support Team of the client's Individual Provider choice by e-mail.



- The CDWA Client/Individual Provider Support Team will assist the Individual Provider with the hiring process if needed or will help an existing Individual Provider who needs to be matched with the client in CDWA's system.
- The CDWA Client/Individual Provider Support Team will email the Case Manager when the Individual Provider has completed any necessary hiring activities, including Orientation & Safety (O&S) training if applicable, and has been issued an "OK to Provide Care" date.
 - The first date the Individual Provider could potentially work is dependent on the client's discharge date in coordination with the Client/Authorized Representative as the Managing Employer
- Case Manager will create the CDWA service authorization immediately following client's discharge from the facility or TSOA/MAC program.
- Case Manager will submit the client's Assessment Details and Service Summary to CDWA using the "Send Documents to CDWA" menu option in CARE Web

Case Manager will confirm that Individual Provider services have started either by contacting the client or CDWA for confirmation. Once confirmation has been received, the case may be transferred if applicable.

MAC AND TSOA ENROLLED PARTICIPANT & INDIVIDUAL PROVIDERS

When a care receiver chooses to receive care from CDWA, the Area Agency on Aging Case Manager/staff will need to do the following:

Referral Process in GetCare to CDE

- Ensure the person-centered care plan reflects personal or respite care services
- Click 'Send to CDE' button in GetCare
 - For TSOA Individuals – the button is located in the Care Plan Section in the care receiver's record and will show once the updated TSOA without a Caregiver assessment is locked.
 - For Dyads – the button is located in the Care Plan Section in the Caregiver Record and will show once the updated TCARE assessment is locked and a new care plan is initiated.
- Complete an Authorization Header to CDWA under the care receiver's record
 - Consumer Direct Care Network Washington (CDCN) ProviderOne ID 2148685-01
 - The care receiver will not be created in CDWA's system until this step has been completed.
 - Service Authorization subservice lines do not need to be created at this time. This allows the option for care receiver's or unpaid family caregivers, to utilize their step benefit level for other items/services, identified in their person-centered care plan, while the potential Individual Provider proceeds through the hiring process with CDWA.
- After the GetCare to CDE referral process is completed; AAA staff should contact CDWA with the potential Individual Provider's information, if known. Providing this information timely to CDWA will result in a faster care receiver and Individual Provider pairing.



- If no Individual Provider has been identified, direct the care receiver or Authorized Representative to begin searching for an Individual Provider. If the care receiver is unable to use Carina, refer them to CDWA for additional assistance with this process.
- If a potential Individual Provider who is not already employed by CDWA has been identified by the care receiver, the Individual Provider should be directed to CDWA's website to submit their online application.
- GetCare CDE notifications from CDWA will let the AAA staff know when an Individual Provider has been hired and is OK to provide care.

Authorizing to CDWA

- Upon receiving notification, the Individual Provider is near completion with the CDWA hiring process, or upon the care receiver's or care receiver's authorized representatives' choice, a CDWA subservice line authorization in the GetCare system should be entered.
 - For TSOA Individuals –
 - Ensure there is a locked GetCare care plan in place with personal care services identified.
 - Use service code: T1019,U6
 - For Dyads –
 - Ensure there is a locked TCARE care plan in place with respite care services identified.
 - Use service code: T1005, No Modifier

Communication with CDWA for the MAC and TSOA Programs

Potential INDIVIDUAL PROVIDER is Known:

- If the care receiver knows who they would like as an Individual Provider, they will email CDWA with the potential Individual Provider's information (AAA staff can assist the care receiver with notifying CDWA if the care receiver requests).
 - New/Potential Individual Provider: The CDWA Client Support Team will verify the new/potential Individual Provider is not in the CDWA system. Individual Provider should proceed through the [CDWA hiring steps/process](#). As the Individual Provider progresses through the CDWA hiring process, another contact to CDWA must be made by either the care receiver, care receiver's representative (cannot be the new/potential Individual Provider) or the AAA staff to match the new/potential Individual Provider and the care receiver together (*see Care Receiver/Individual Provider Matching Process instructions below*).
 - Existing/Active Individual Provider: The CDWA Client Support Team will confirm Individual Provider is Active and in good standing then will use this initial contact to match the Individual Provider with the care receiver.
 - **Email:** InfoCDWA@consumerdirectcare.com
 - **Subject of email:** "CDWA new client / new to Medicaid services" (CDWA will apply email filters based on the subject and key words to direct the email internally to CDWA's Client/Individual Provider Referral Support Team)



- **Include in email if known:** Individual Provider name, phone number, email, and mailing address

No Known Potential INDIVIDUAL PROVIDER:

- If a potential Individual Provider is **not** known, the CDWA Client/Individual Provider Support Team will reach out to the care receiver.
- If care receiver indicates they need assistance finding an Individual Provider; CDWA Client/Individual Provider Support Team will use the care receiver's TSOA Individual Assessment or the TCARE Caregiver Assessment and Referral Information for Respite Care Service Providers document and internal CDWA questionnaire to post the job in Carina.
 - *CDWA is unable to guarantee an Individual Provider match will be made.* The AAA staff will work with the care receiver or authorized representative to explore alternative personal or respite care support if a match cannot be made.
- The care receiver or authorized representative will be responsible for interviewing the Individual Provider (s) to determine if the match is acceptable based on schedule, needs, etc.
- If more than one Individual Provider is chosen, CDWA will allocate hours per the care receivers' or authorized representatives' direction; if the care receiver or authorized representatives' input is not provided, authorized hours will be divided equally among the Individual Providers until the care receiver or authorized representative notifies CDWA otherwise.

Care Receiver/Individual Provider Matching Process:

- An Individual Provider needs to be matched to a care receiver in the CDWA system before the Individual Provider can complete the hiring process and provide paid services. New care receiver/Individual Provider pairs need to be confirmed by the care receiver, authorized representative (cannot be the new/potential Individual Provider) or AAA staff before CDWA will match the Individual Provider /care receiver in their system.
- AAA staff may notify CDWA of a care receiver/Individual Provider match using the following methods:
 - Email: InfoCDWA@consumerdirectcare.com with details
 - Call: 866.214.9899, press 3 to get to the Hiring Team
 - CDWA website - <https://www.consumerdirectwa.com/contact/>
 - Under "Email Consumer Direct Care Network Washington", AAA staff should fill in their Name, Email, and Phone
 - Enter in the Care Receiver's ProviderOne ID
 - Choose "Client/Individual Provider Match" from the Contact Reason drop-down
 - In the Message box identify as the assigned primary case manager/AAA staff
 - Enter the Individual Provider information in the Message box
- Individual Provider matching information should be sent to CDWA as soon as a care receiver and Individual Provider match is known. Providing this information to CDWA will result in faster care receiver and Individual Provider pairing.
- If this information is not shared to CDWA, the CDWA Client/Individual Provider Support Team will reach out to the care receiver or authorized representative via phone to confirm a match. If CDWA is unable to contact the care receiver or authorized representative, CDWA will call the potential Individual Provider and email the AAA staff to confirm the match.



CDE to GetCare Notifications:

Functionality in GetCare system will provide AAA staff with important updates regarding care receivers personal or respite care services with the CDE. CDE to GetCare notifications are:

- Sent to AAA staff and Supervisors GetCare dashboards for the particular AAA with MAC/TSOA role/permissions.
- Notification type on the GetCare dashboard is CDE Notification. The status filter can be utilized to view All, Complete, or Incomplete notifications. The delete function on CDE Notifications has been disabled in GetCare.
- Intended to provide AAA staff advanced warning of changes that could impact care receiver care, such as a care receiver's INDIVIDUAL PROVIDER(s) losing eligibility to work
- To give notice to AAA staff so they can work with care receivers to address any potential gaps in care.
- Not sent for AAA staff to work with Individual Providers to get them back in compliance.

Emergent Care Needs Process:

Sometimes a care receiver has emergent care issues, such as:

- Left Hospital or SNF Against Medical Advice (AMA)
- APS Involvement
- Hospice
- Nursing or Wound Care involvement
- Other (with DSHS Supervisor approval)

When a care receiver has emergent care issues and needs Individual Provider services urgently, the following steps should be taken:

- If the TSOA without a Caregiver or TCARE assessment has been completed, the AAA staff will:
 - Complete the Referral process to CDE in GetCare steps outlined above.
 - Email CDWA at InfoCDWA@consumerdirectcare.com, to include the following information:
 - Subject of email: "CDWA urgent hire required" (CDWA applies email filters based on the subject and key words to direct the email internally to CDWA's Client/Individual Provider Support Team)
 - If the Individual Provider is already a CDWA employee, include the following information in the email, if known
 - ✓ Individual Provider name
 - ✓ phone number
 - ✓ email
 - ✓ mailing address
 - If the Individual Provider is a new hire, send the Individual Provider to the "Careers" tab on the CDWA website to begin the hiring process, include the following information in the email, if known
 - ✓ Individual Provider name
 - ✓ phone number
 - ✓ email
 - ✓ mailing address



- Ensure the Care Receiver and/or Designated Representative information is noted in the Contacts ribbon in GetCare so it populates on the TSOA without a Caregiver Assessment or the TCARE® Caregiver Assessment and Referral Information for Respite Care Service Providers document.
- If the TSOA without a Caregiver or TCARE assessment has not been completed, the AAA staff must:
 - Email CDWA at InfoCDWA@consumerdirectcare.com, to include the following information:
 - Subject of email: "CDWA urgent hire required" (CDWA applies email filters based on the subject and key words to direct the email internally to CDWA's Client/INDIVIDUAL PROVIDER Support Team)
 - Include basic information about the care receiver in the email:
 - ✓ name
 - ✓ phone number
 - ✓ mailing address,
 - ✓ any information that will help CDWA create a Carina ad, i.e., care receiver is on hospice and appears to need assistance in the following areas...
 - If Individual Provider has been identified and is already a CDWA employee, include the following information in the email, if known:
 - ✓ Individual Provider name
 - ✓ phone number
 - ✓ email
 - ✓ mailing address
 - If the Individual Provider is a new hire, send the Individual Provider to the "Careers" tab on the CDWA website to begin the hiring process, include the following information in the email, if known:
 - ✓ Individual Provider name
 - ✓ phone number,
 - ✓ email
 - ✓ mailing address
 - If the Individual Provider has not yet been identified, include the following basic care receiver information in the email:
 - ✓ name
 - ✓ phone number
 - ✓ mailing address
 - ✓ any additional information that will help CDWA create a job post in Carina, i.e. care receiver is on hospice and needs assistance with the following ADLs...

Once the TSOA without a Caregiver or TCARE assessment has been completed, the AAA staff must:

- Complete the 'Referral Process in GetCare to CDE' steps outlined above.



CDWA will:

- Follow their urgent hire protocol, which includes setting up basic care receiver information in the system so a care receiver/INDIVIDUAL PROVIDER match can be made.
- Assist the Individual Provider with the hiring process if needed or help an existing Individual Provider who needs to be matched with the care receiver in CDWA's system.
- Post a Carina ad, if Individual Provider is not already identified, based on information from the TSOA without a Caregiver Assessment or the TCARE® Caregiver Assessment and Referral Information for Respite Care Service Providers document, if provided, or the email from the AAA staff.
- Email the AAA staff when the Individual Provider has completed any necessary hiring activities, including Orientation & Safety (O&S) training if applicable, and has been issued an "OK to Provide Care" date.

Facility Discharge Pre-Authorization INDIVIDUAL PROVIDER Referral to CDWA

- The AAA staff will email the TSOA without a Caregiver Assessment or the TCARE® Caregiver Assessment and Referral Information for Respite Care Service Providers document to CDWA. This serves as confirmation to CDWA that the client is eligible for CDE services. The following should also be included in this email:
 - **Send an Email to:** InfoCDWA@consumerdirectcare.com
 - **Subject of email:** "CDWA's new Client Pre-Authorization INDIVIDUAL PROVIDER referral" (CDWA will apply email filters based on the subject and key words to direct the email internally to CDWA's Client/Individual Provider Referral Support Team).
 - The CDWA Client/Individual Provider Support Team will use the TSOA without a Caregiver Assessment or the TCARE® Caregiver Assessment and Referral Information for Respite Care Service Providers document to post the job in Carina.
 - The CDWA Client/Individual Provider Support Team will attempt to identify potential Individual Provider matches and send the Individual Provider's information to the care receiver/care receiver's representative via phone. If CDWA is not able to contact the care receiver by phone to coordinate personal care, CDWA will notify the AAA staff via email and the AAA staff will be expected to notify the care receiver/care receiver's representative of potential Individual Provider matches.

CDWA is unable to guarantee an Individual Provider match will be made. The AAA staff is responsible for working with the care receiver/care receiver's representative to explore alternative personal care options if a match cannot be made.
- Care receiver/AR will be responsible for interviewing the Individual Provider (s) until an acceptable match is found based on care receiver's schedule, needs, etc.
- AAA Staff will notify the CDWA Client/Individual Provider Support Team of the care receiver's Individual Provider choice by e-mail.



- The CDWA Client/Individual Provider Support Team will assist the Individual Provider with the hiring process if needed or will help an existing Individual Provider who needs to be matched with the care receiver in CDWA's system.
- The CDWA Client/Individual Provider Support Team will email the AAA staff when the Individual Provider has completed any necessary hiring activities, including Orientation & Safety (O&S) training if applicable, and has been issued an "OK to Provide Care" date.

The first date the Individual Provider could potentially work is dependent on the care receivers' discharge date in coordination with the care receiver/AR as the Managing Employer.

- AAA staff will create the CDWA service authorization immediately following care receiver's discharge from the facility.

PACE ENROLLED CLIENTS

PACE organizations (PO) are responsible for providing and paying for the Individual Provider services for their PACE enrolled participants. PACE organizations contract with Accentcare, a subcontractor that does INDIVIDUAL PROVIDER functions for them and works closely with CDWA.

PACE Organization Responsibilities:

The PACE organizations manage the following functions for PACE participants receiving Individual Provider services:

- Complete Authorizations in the ProviderOne System for Individual Provider services.
 - Authorizations with the user ID GutheBA in CARE are authorizations inputted in P1 by Beverly Guthery/Accentcare.
- Communication with the participant about the Individual Provider and the IND Individual Provider services they are receiving.
 - The PO works closely with the PACE participant to get an Individual Provider set up for them either via CDWA or a contracted home care agency.
- Perform home visits that include the INDIVIDUAL PROVIDER and participant and observe their living situations.
- Send copy of the care plan summary to CDWA.
 - Accentcare uploads the care plan created by the PO into a PACE specific email address created by CDWA for this purpose.
- Assignment of INDIVIDUAL PROVIDER hours and ongoing communication with CDWA about the INDIVIDUAL PROVIDER hours.
- Communicate with HCS/AAA if care plan changes to include an Individual Provider when an Individual Provider was not previously assisting the client.

HCS/AAA Staff Responsibilities:



- Confirm assessment is set up for in-home services and a PACE In-Home RAC is added to CARE.
- Ensure that tasks are assigned to the appropriate provider type and if informal support is being provided that it will not be impacted by the addition of the INDIVIDUAL PROVIDER.
- On the CARE Provider screen, add CDWA (P1# 214868501) as a provider in addition to PACE provider.
- On the CARE Support screen, assign CDWA to any task that the INDIVIDUAL PROVIDER will be expected to complete.
- If updates to CARE occurred, resend the Assessment Detail and MCO Service Summary to PACE org.

Note for HCS/AAA Staff with a PACE client:

- HCS/AAA staff should not change the status of authorizations created by user ID GutheBA as it disrupts IPs payments and creates rework for Accentcare to get the authorization back in place.
- HCS/AAA are not involved in setting up an IP for a client who has enrolled in PACE.
- HCS/AAA do not need to send a care plan summary to CDWA via CARE.

INDIVIDUAL PROVIDER MILEAGE WHEN A CLIENT TRANSFERS TO AN ADULT FAMILY HOME

Individual Providers can assist a client with moving into an Adult Family Home (AFH) and can claim mileage on the day that a client transitions. If the assessment for residential is moved to current prior to the transition, mileage is removed from the CARE plan.

When an assessment for residential is moved to current prior to the transition, CDWA can allow the INDIVIDUAL PROVIDER to claim mileage.

The Case Manager will take the following steps:

- Email the DSHS CDE mailbox (CDE@dshs.wa.gov) with the client's name, the Individual Provider's name, and the date that mileage needs to be paid. Include a note that the mileage is needed due to an AFH transition.
- The DSHS CDE team will notify CDWA.
- CDWA will work within their system to allow the Individual Provider to claim mileage.
- CDWA will notify the Individual Provider that the Individual Provider can claim mileage for that day.



INDIVIDUAL PROVIDER/CLIENT MATCH CONCERNS

Case Managers are required to notify CDWA when there are concerns about the care being provided to the client. Specifically, as per RCW 74.39A(4)(a)(b), the Case Manager must notify CDWA when:

- There is reason to believe an Individual Provider or prospective Individual Provider is not delivering or will not deliver the services identified in the plan of care; or
- The Individual Provider's performance is jeopardizing the health, safety, or well-being of the client.

CDWA will take appropriate action, including completing a new CC&S review as needed

NOTIFYING CDWA OF CHANGES TO HOUR ALLOCATION

Case Managers will use the authorization to communicate how many hours a client may allocate to their Individual Provider(s). CDWA receives this as updated information on a nightly batch and internally adjusts the available hours. CDWA has a portal for clients and Individual Provider s to use called Direct My Care. Clients can allocate hours in the portal. Individual Providers who live with the clients can claim their time in the portal. CDWA will use the following logic for allocation:

- For a 1:1 (one Individual Provider, one client), the entire authorization is allocated to the Individual Provider (up to the Work Week Limit (WWL) of the Individual Provider).
- A 1:1 allocation does not need to be confirmed in the portal. However, if the client wants to allocate less than the full number of hours, they can call CDWA, make the change in the portal, or have their Case Manager contact CDWA.
- For a 2+:1 (more than one Individual Provider, one client), CDWA will attempt to confirm allocations with the client. If unable, they will prorate/split the hours evenly. This is not preferred, because if the allocation is not sufficient, it may cause care to be interrupted until allocation is confirmed.
- CDWA cannot "schedule" hours and cannot shift hours without the directions of the client/AR or Case Manager on behalf of the client. Allocation of hours when there are multiple Individual Providers requires active engagement by the client/Authorized Representative.

UTILIZING COMMUNITY CHOICE GUIDE SERVICES FOR INDIVIDUAL PROVIDER HIRING PROCESS

Due to contract and policy rules, the role of a Community Choice Guide (CCG) is limited in terms of the type of assistance that may be provided in the Individual Provider hiring process. A CCG may assist a client in the following ways:

- Contacting CDWA when a specific Individual Provider is requested by the client. The CCG may call or email CDWA on the client's behalf and can include their (the CCG's) contact information.



- A Case Manager may include the CCG's contact information in the care plan as a contact for the results of a Carina job posting. This would give CDWA another point of contact instead of reaching out to the Case Manager when a match list has been generated.
- Setting up interviews with potential providers to determine if the match is acceptable according to the client's preferences.
- Assisting the client during the interview.
- Notifying CDWA that an Individual Provider has been selected.

COMMUNICATION WHEN CDWA CANNOT FILL AUTHORIZED HOURS

If authorized hours are not being utilized, CDWA will have a conversation with the client about any ongoing need for assistance to locate and hire another Individual Provider. If the client indicates that they no longer require assistance, CDWA will reach out to the case manager directly via e-mail.

HOW DO I KNOW IF AN INDIVIDUAL PROVIDER IS READY TO WORK?

Case Managers will receive an "OK to provide care" notification in CARE on the CDE Notifications screen. This notification will be sent when an Individual Provider is newly hired or there is a new match between a client and an existing Individual Provider.

WHAT IF CDWA CANNOT OPEN MY ENCRYPTED EMAIL?

If there is an issue with accessing secure emails to the InfoCDWA@consumerdirectcare.com address, CDWA staff will reach out directly to the Case Manager and request that the Case Manager email the CDWA staff directly at their CDWA email address. This allows CDWA staff to obtain a password and open the email.

WHAT IF A CLIENT IS HOSPITALIZED?

Contact CDWA to determine the number of hours the Individual Provider worked from the first of the current month to the date of the client's admission to the hospital. End date the authorization based on current policy.

HOW WOULD A CASE MANAGER CONTACT THE ASSIGNED SERVICE COORDINATOR (ASC) FOR A CLIENT, CARE RECEIVER, OR ASSOCIATED INDIVIDUAL PROVIDER?

Call the main number, 866-214-9899. Select Option 2 and enter the Client or Individual Provider's ProviderOne ID. The system will route you directly to the client's CDWA Assigned Service Coordinator if they are available at the time of your call. If the ASC is unavailable, you can leave a voicemail, and the ASC will call you back as soon as possible.

WHEN SHOULD I CALL THE CDWA CASE MANAGER LINE?

You can contact CDWA on the dedicated Case Manager line (866-932-6468) for escalations of issues or questions. This is a non-published number for Case Managers only and not for distribution to the public. It should not be used to inquire about new client and Individual Provider matches.

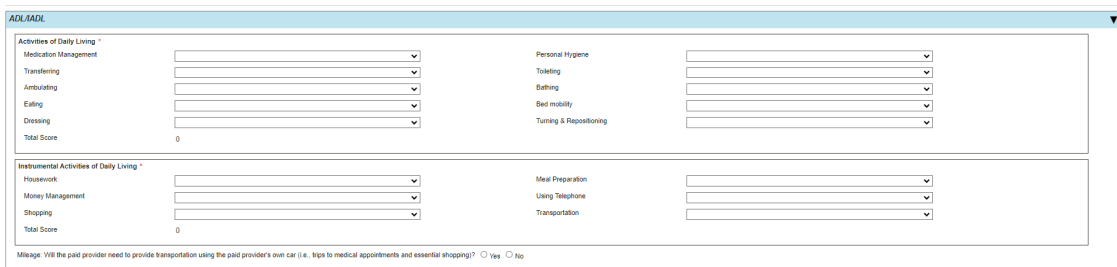
HOW IS MILEAGE ASSIGNED TO CDWA?

The CDE is “assigned” mileage by a status coding of ‘unmet’ or ‘partially met’ on the Medical Transportation and/or Essential Shopping screens within the assessment. If CDWA contacts staff requesting an authorization for mileage, check the Pending/Current assessment to make sure the assessment reflects this need.

For MAC and TSOA care receiver’s, the CDE is ‘assigned’ mileage by the ‘Yes’ selection on the TSOA without a Caregiver or TCARE assessment.

If CDWA contacts the AAA staff requesting an authorization for mileage, check the locked TSOA without a Caregiver or TCARE assessment Addendum for MAC/TSOA Dyads to ensure the assessment reflects Yes on “Will the paid provider need to provide transportation using the paid provider’s own car (i.e. travel to medical appointments and essential shopping?”

- TSOA without a Caregiver Assessment



The screenshot shows a form titled "ADL/ADL" with two main sections: "Activities of Daily Living" and "Instrumental Activities of Daily Living". Each section contains a list of activities with corresponding dropdown menus and a "Total Score" field. The "Activities of Daily Living" section includes Medication Management, Transferring, Ambulating, Eating, Dressing, Personal Hygiene, Toileting, Bathing, Bed mobility, and Turning & Repositioning. The "Instrumental Activities of Daily Living" section includes Housework, Money Management, Shopping, Meal Preparation, Using Telephone, and Transportation. The "Total Score" for both sections is currently 0. At the bottom, there is a checkbox labeled "Mileage: Will the paid provider need to provide transportation using the paid provider's own car (i.e. trips to medical appointments and essential shopping)?" with "Yes" and "No" options.

- TCARE Assessment Addendum for MAC/TSOA Dyads

WHAT IF AN ASC OR CDWA REPRESENTATIVE CANNOT SEE TASKS FOR YOUR CLIENT?

Review the Supports screen to ensure tasks have been appropriately assigned to CDWA as a paid provider. If not, correct and re-submit AD/SS to CDWA. If tasks are assigned correctly, tell the Service Coordinator to refer the issue to their “data management team” at CDWA.

For MAC and TSOA Care Receivers check the CDE Transaction log in GetCare to ensure the assessment and client tasks were sent. If the CDE transaction log shows the successful send; tell the Service Coordinator to refer the issue to their “data management team” at CDWA.



HOW DO I ESCALATE UNRESOLVED ISSUES?

Most issues and complaints can only be addressed and answered by CDWA.

If HCS or AAA staff receive a complaint or have questions regarding a specific Individual Provider hiring issue the following actions should be taken:

1. Field staff will refer Individual Providers to CDWA (InfoCDWA@consumerdirectcare.com or 866-214-9899) for assistance or to file a formal complaint.
2. If field staff have an issue, they should contact CDWA on the Case Manager phone line or email at InfoCDWA@consumerdirectcare.com.
3. If field staff are having trouble getting their questions answered they should reach out to their regional CDWA contact. A CDWA contact list is available on the HCLA Intranet site.
4. If field staff have already sent it to the regional CDWA contact and have not gotten resolution, then they should send the issue to the State Director, [De'Shanel Childs](#) provide all the necessary background information including lack of response from previous attempts.
5. If the issue is still not addressed, contact the CDE Team at cde@dshs.wa.gov.

If DDA staff receive a complaint or have questions regarding a specific Individual Provider issue the following actions shall be taken:

1. Field staff will ask Individual Providers to contact CDWA either by phone, email, or text. Refer them to CDWA (InfoCDWA@consumerdirectcare.com or 866-214-9899) to get assistance or file a formal complaint.
2. If it's a payment issue that we previously addressed through our payment specialist in the old system, we will still address through our regional payment specialists.
3. For other issues, field staff should contact CDWA at 866-214-9899 (enter the client's P1 ID to be directed to the Service Coordinator) or email at InfoCDWA@consumerdirectcare.com.
4. If there is no resolution or issues remain confusing, CRM notifies supervisor.
5. Supervisor will reach out to their regional CDWA Program Manager. A [CDWA contact list](#) is available on the HCLA Intranet site.
6. If there is no resolution or issues remain confusing, supervisor notifies FSA (or designee)
7. FSA (or designee) will reach out to the CDWA area director;
8. If no response is received within 2 business days (or sooner if more urgent), FSA (or designee) escalates to the state director, [De'Shanel Childs](#), and provides all necessary background information including lack of response from previous attempts.
9. If still unresolved, FSA (or designee) will contact the CDE Team at cde@dshs.wa.gov.

*If the issue involves questions about DDA/HCLA processes, FSA (or designee) will contact the CDE Team at cde@dshs.wa.gov



CLIENT RESPONSIBILITY

Client Responsibility

Clients will pay any applicable client responsibility (participation) directly to CDWA, not to their Individual Provider. Clients will receive a monthly service statement from CDWA informing them of their client responsibility amount owed for that month. If clients don't pay their client responsibility, they will receive a 30-day termination letter warning them that their services provided by CDWA will be terminated unless the past due balance is paid within 30 days. Case Managers will receive notification in CARE when a client is at risk of losing their CDE services due to non-payment.

Unpaid Client Responsibility Process

Clients may be terminated from CDE services if their responsibility is not paid. Clients are notified via mail and telephone prior to CDE services being terminated. Individual Providers are notified via email and text messages. Notifications are issued 30 days, 15 days, 10 days, 5 days, and 1 day prior to service termination.

Case Managers will be notified, via the CARE CDE Notifications, when a client's CDWA services are at risk of termination.

Case Managers receive a notification via CARE at 30 days, 15 days, 10 days, and 1 day prior to the date of termination. During this time, Case Managers must work with clients to discuss alternative service options if all outstanding client responsibility is not paid in full. Prior to the 1-day notification, Case Managers should have a backup plan in place with the client. At no later than the 1-day notification, the Case Manager will:

1. Reach out to the client and confirm that services through CDWA are terminated effective the date on the notification.
 - a. In this situation the client is still eligible for personal care services from another provider; do not send a PAN.)
2. End date the CDWA authorization using the date identified on the notification.

Once the client meets their client responsibility payment requirements, CDWA will reactivate the client's account in their system, and will notify the Case Manager that the client responsibility account is paid. The Case Manager will use this information to open a new CDWA authorization with the start date being the date identified in the notification.

If the client pays participation before the end date identified on the notification and there is no break in service, the Case Manager will not adjust the authorization.

NOTE: Care receivers in the MAC and TSOA programs are not subject to client responsibility.

WORKING WITH ADULT PROTECTIVE SERVICES

APS information is confidential under RCW 74.34.095. This includes some communications with the CDE. APS will notify the CDE of a Substantiated finding (a finding to represent the action/inaction did impact the health, safety, or well-being of the client, or the plan of care was not delivered). An Unsubstantiated



or inconclusive finding means the Individual Provider's action/inaction did not jeopardize or cannot be confirmed that the client's health, safety, or well-being was jeopardized. APS does **not** provide a notification to the CDE of every allegation against an Individual Provider. APS will communicate concerns to the **Case Manager**. The Case Manager must share information that is relevant to the care planning with CDWA, but significant caution should be used on whether the investigation itself is relevant for care planning with CDWA.

It is appropriate for the Case Manager to contact CDWA regarding concerns about the care plan, the client's safety, or other concerns, but the APS investigation should not be the sole concern.

MEDICAID FRAUD REFERRALS

CDWA will report allegations of fraud to the Fraud In-Box at HCBSPProviderFraud@dshs.wa.gov. DSHS HQ staff will:

1. Review the allegation.
2. Determine if good cause should be granted based on feedback from CDWA and local office staff or if payment suspension is necessary.
3. Notify CDWA of the decision via email to CDWACompliance@consumerdirectcare.com.
4. Make the referral to the Medicaid Fraud Complaint Unit (MFCU) and provide updates as appropriate.
5. Complete overpayments if the referral is declined by MCFU

CDWA will send notice to the employee within 5 days of the payment suspension.

CDWA ADMINISTRATIVE FUNCTIONS

Character Competence and Suitability (CC&S)

The CDE is responsible for completing the CC&S when needed. HCS/AAA staff do not complete Character, Competence, and Suitability (CC&S) reviews for INDIVIDUAL PROVIDERS. CDWA may contact the Case Manager to provide input. Case Managers may also reach out to the CDE to provide additional information, or report concerns about a client/Individual Provider match. If a Case Manager has a concern about a current or potential Individual Provider/Client pairing, this information may be shared with the CDWA by sending an email to the appropriate CDWA supervisor, based on their contact list for Case Managers. All emails should be specific in their subject line. **For example:** Subject: Concerns with Individual Provider/Client pairing. CC&S may be needed.

INDIVIDUAL PROVIDER-Related PANs/Administrative Hearings



Case Managers staff no longer issue INDIVIDUAL PROVIDER specific Planned Action Notices (PANs), nor do clients or Individual Providers have hearing rights related to Individual Provider employment decisions as of full implementation of the CDE. Clients may use CDWA's dispute resolution process and Individual Providers may use CDWA's grievance and dispute resolution process to exercise due process.

Mileage and Training Authorizations

Mileage and training costs are included in the CDE rate. Case Manager no longer create separate authorization lines for mileage or Individual Provider training seat time.

Individual Providers claim mileage through CDWA's Direct MyCare portal, the Interactive Voice Response (IVR) system, or by calling CDWA. CDWA will be made aware of a client's eligibility for mileage through the assessment. Individual Providers will need to provide verification of driver's license and insurance to CDWA to be eligible for mileage reimbursement.

Travel Time:

Requests for Individual Provider travel time may be submitted by the client or Individual Provider Directly to CDWA. CDWA will approve or deny all requests for Individual Provider travel time.

Individual Provider Overtime/Work Week Limits (WWL)

Washington State statute limits the number of hours the Consumer Direct Employer (CDE) may pay any single provider in a work week (RCW 74.39A.525).

A work week limit (WWL) is defined as the total number of service hours an Individual Provider can provide in a work week. Service hours are defined as the time Individual Providers are paid by the CDE to provide personal care, relief care, skills acquisition training, or respite services under Medicaid state plan and 1915(c) waiver programs, 1115 waiver programs, Roads to Community Living (RCL), the Veteran Directed Care (VDC) program and programs funded solely by the state. The WWL and service hours do not include hours paid for required training, approved travel time, administrative time, or paid time off. All hours worked over 40 hours (including required training and approved travel time) will be paid as overtime.

Every Individual Provider is assigned a permanent WWL. Most Individual Provider have a permanent WWL of 40 hours. A relatively small number of Individual Provider who worked in January of 2016 have a permanent WWL that is more than 40. An Individual Provider's permanent WWL is greater than 40 hours if the average number of weekly service hours worked in January of 2016 was greater than 40. Permanent WWLs over 40 hours range individually from 40.25 to 65 hours per week.

The CDE tracks and manages the WWLs of all Individual Providers.

The client or their representative should contact the CDE if the Individual Provider needs their WWL temporarily increased. The CDE will follow the statutory guidelines to make a determination about temporary WWL increases. The CDE may contact the Case Manager to obtain additional information to make their decision.

Individual Provider Employment Verifications



CDWA uses The Work Number services from Equifax to help provide automated income and employment verifications.

Those wishing to verify an Individual Provider's employment with CDWA can:

- Visit www.theworknumber.com/verifiers, or
- Call The Work Number Client Service Center at 1-800-367-5690. The CDWA employer code is 29876.

CDWA's Electronic Visit Verification (EVV) Application

Individual Providers who do not live with the client they serve will utilize CDWA's EVV application, CareAttend. Individual Providers will also have the option to use CDWA's IVR system, or fob to claim time if they don't live with their client. A fob is a small device that is kept in the Client's home that displays a code at the start and end of their shift. Individual Providers would use the code as part of the clock in/clock out process. CDWA will provide training to Individual Provider on how to submit time.

Nurse Delegation

The Case Manager will open an authorization to Registered Nurse Delegator (RND) and send them the Nurse Delegation referral form. If the RND approves nurse delegation with an Individual Provider, the Case Manager will notify CDWA. CDWA will verify the Individual Providers credentials/training and will notify the RND if all requirements are satisfied. If Individual Provider lacks training, CDWA will initiate the training process and notify the RND once the Individual Provider is fully trained.

Please refer to [LTC Manual Chapter 13](#) for further guidance on when and how to make ND referrals.

Public Disclosure

Staff receiving a public records request for records relating to an Individual Provider should forward the request to: HCSPublicRecords@dshs.wa.gov.

The Public Records Coordinator (PRC) will review the request to determine what records are being requested, and who the owner of record is for the date range of the records requested.

- DSHS is the owner of Individual Provider records prior to the Individual Provider's first day of employment with the CDE.
- CDE is the owner of Individual Provider records that were created on or after their first day of employment with the CDE.

If the PRC determines the owner of record is the CDE, the requester will be referred to the CDWA: jeffh@consumerdirectcare.com. DSHS, will process records owned, maintained, or used by DSHS as usual.

In April 2022, the transition of Individual Providers to the CDE was concluded. The transition took place in phases and at the beginning of each phase, the PRCs received communication from the lead PRCs indicating which Individual Providers were employed by the CDE and no longer contracted with DSHS.

Collective Bargaining



The CDE will negotiate with the collective bargaining agent. A Rate Setting Board (RSB) has been established. Starting in 2022, this board will determine the labor and administrative rates that will be proposed to the legislature.

CDWA E-mail Correspondence

Specific email correspondences to CDWA are in place for CDWA to efficiently filter emails directly to the Client/Individual Provider Referral Support team.

To email CDWA when the **client is new to Individual Provider services or new to Medicaid**, click [here](#).

To email CDWA when a **client is leaving a facility or MAC/TSOA program and the hiring process needs to start prior to discharge**, click [here](#).

To email CDWA when a **client has an emergent care need**, click [here](#).

Emergency care needs include:

1. Left Hospital or SNF Against Medical Advice (AMA)
2. APS Involvement
3. Hospice
4. Nursing or Wound Care involvement
5. Other (with Supervisor approval)

To email CDWA when **related to Individual Provider background checks**, click [here](#).

REVISION HISTORY

DATE	MADE BY	CHANGE(S)	MB #
10/2023	Natalie Lehl	Clarity and modifications in case management policy	
12/2023	Natalie	• Policy language updates to: • Working with Carina • Notifying CDWA of changes • New client authorizations • Communication when an INDIVIDUAL PROVIDER is ready to work	
07/2024	Natalie Lehl	• Updated Veteran Direct Care program name	
10/2024	Natalie Lehl	• Carina information flyers • Clarification on New to CDWA, New to Medicaid Authorizations • Add MAC/TSOA Policy • Fixed broken links	
03/2025	Natalie Lehl	• DDCS Escalation Process updated • Corrected CDWA escalation contact	



		• Clarified process for sending/receiving documents to CDE and authorizing to CDWA • Updated Template	
07/2025	Natalie Lehl	• Updated HCLA/DDCS acronyms	
10/2025	Natalie Lehl	• Link to Notification Matrix added	
04/2026	Natalie Lehl	• Policy for sending historical service summaries added. • Additional step added to Medicaid Fraud Referral • Added additional resources and language options for Carina • Sending/receiving policy updated to align with CARE changes • CM instruction for contacting CDWA for CC&S added. • Added CDWA policy for notifying CMs of underused hours	