
CDC+ Connection – Your Monthly Source of Updates and Helpful Information

Notify your Providers of Direct Deposit Amount Each Month

If your providers (Directly Hired Employees - DHEs, Vendors, or Independent Contractors) have requested direct deposit, the participant or representative will receive a non-negotiable direct deposit “check stub” that describes the payment that has been deposited directly into the account. It is the responsibility of the participant or representative to provide a copy of this direct deposit “check stub” to each DHE, Agency/Vendor, or Independent Contractor that receives a direct deposit. This is particularly important when your provider works for more than one CDC+ participant and receives several direct deposits. To make sure the direct deposit amount is applied to the correct CDC+ participant’s account, you should include a copy of the invoice that was paid along with the check stub when you give it to your provider.

Be Prepared Before Entering Your Payroll using the Interactive Voice Response (IVR) System

In the April 2009 *CDC+ Connection*, there was an article about the importance of being prepared before calling Customer Service to submit payroll information.

Being prepared is even more important when you use the IVR system. When the IVR system asks you a question, you must respond within 10 seconds or the system will think you have abandoned the call and will disconnect. Then you will have to start all over when you call back.

So in order to make your IVR experience a successful one, gather all timesheets, invoices, and receipts for reimbursement together before you pick up the phone. You can enter all the timesheets first or all the invoices first. It is your choice. When entering timesheets, have all your employees’ completed and signed timesheets right in front of you. If you have completed those paper timesheets correctly, entering their payroll into the IVR system should be a matter of just entering the total number of hours and minutes for each service that you have written at the

bottom of the timesheet. Please be organized and prepared.

When entering invoices, have all the invoices you need to enter right in front of you. Circle the parts of the invoice you will be entering, like the invoice date, the beginning and ending dates of service, the invoice number, and the amount. Write the service code on the invoice if necessary.

The approved Purchasing Plan is the authorizing document. It is the responsibility of the participant or representative to have developed that plan and be intimately familiar with it. The participant or representative is expected to know the section of the plan in which each service is budgeted and by whom it is provided. A provider can only be paid from the section of the plan in which he or she is budgeted to provide a service.

You have been given an IVR User Guide that tells you everything you will be asked during the call session. A “Cheat Sheet” was included to help you organize your payroll entry before you make your call.

The CDC+ program depends on participants and representatives being able to use the IVR system. If you have difficulty with it and you have access to the web, APD staff will be happy to train you on how to use the new secure web payroll entry system, if you prefer. Contact Customer Service at 1-866-761-7043 to set up a training appointment.

Status of Passwords Issued for Secure Web Payroll and Interactive Voice Response (IVR) Systems

Of the 933 current CDC+ participants, passwords for the Secure Web Payroll and the IVR system have been issued to 588 accounts. If you are one of the 345 participants who have not received your password, please call Customer Service. You will need your “User ID” for each system (secure web and IVR) prior to obtaining your password. User IDs were sent to each participant by mail. The old Web payroll system will be shut down at the end of July.

