

# UPDATE LOG

## CDC+ Participant Notebook

### Introduction

You will find the CDC+ Participant Notebook easy to navigate. Here is how it is organized:

- The How and What of the CDC+ program is in the main body of the notebook.
- All forms and information concerning processes that could change as CDC+ periodically are in the Appendix. As items in the appendix are updated, please enter the most recent version in the log, below. Then remove the old item and put the new item in its place.

Updates to the CDC+ Participant Notebook will be posted on the Agency for Persons with Disabilities CDC+ Web site <http://apd.myflorida.com/cdcplus/>. If you do not have access to the Web, please obtain them from your CDC+ Consultant.

It is important the consumer read the updated material, and then place the updated pages in the appropriate section of the notebook. It is the consumer's responsibility to follow the policies and procedures of the CDC+ Program as published in this notebook.

### How to Use the Update Log

Use the log provided below to make sure all the updates to the notebook have been received and placed in the notebook.

"Effective Date" is the date that the update becomes operational. The effective date of each page is located in the bottom right hand side of the page.

Remove Page #'s	Insert New Page #'s	Effective Date		Remove Page #'s	Insert New Page #'s	Effective Date
7,8,9,10, 13,14,16, 23,24,25, 29,30,31, 32,33,35, 36,37,38, 41,42,47, 48,49,50, 53,57,58, 59,60,61, 62,63,64, 65,66,68, 71,73,77, 81,82,84, 85,87,88, 91,95,96, 98,99, 100,101	7,8,9,10, 13,14,16, 23,24,25, 29,30,31, 32,33,35, 36,37,38, 41,42,47, 48,49,50, 53,57,58, 59,60,61, 62,63,64, 65,66,68, 71,73,77, 81,82,84, 85,87,88, 91,95,96, 98,99, 100,101	<b>All pages effective 12/1/2009</b>				

## **APPENDIX to the CDC+ Participant Notebook**

The items below comprise the Appendix. All documents are available at [www.apd.myflorida.com/cdcplus/](http://www.apd.myflorida.com/cdcplus/) or from your CDC+ consultant.

- A** Update Log
- B** CDC+ Contacts
- C** Glossary of Terms
- D** Initial Forms Package
  - 1 CDC+ Application and Instructions
  - 2 Participant Information Update Form
  - 3 How to Calculate a CDC+ Monthly Budget
  - 4 Consultant Selection Package
  - 5 Participant/Consultant Agreement
  - 6 Representative Agreement
  - 7 Emergency Back-Up Plan
  - 8 Employer-Employee Agreement
  - 9 CDC+ Consent Form
- E** Finding Employees to Work for You
  - 1 Job Description – Blank Form
  - 2 Telephone Screening – Blank Form
  - 3 Sample Interview Questions
  - 4 Potential Employee Information Form
  - 5 Employment Candidate Evaluation Form
  - 6 Reference Check Worksheet
- F** Background Screening
- G** Employee Packet
  - 1 Instructions for Completing the Employee Packet
  - 2 Employee Information Form
  - 3 Sample Completed Employee Information Form
  - 4 IRS Form W-4
  - 5 IRS Form W-4 (Spanish)
  - 6 Sample Completed IRS Form W-4
  - 7 DHS Form I-9
  - 8 DHS Form I-9 (Spanish)
  - 9 Sample Completed DHS Form I-9
  - 10 Direct Deposit (EFT) Form
- H** Vendor/Independent Contractor Packet
  - 1 Instructions for Completing the Vendor/Independent Contractor Packet
  - 2 Vendor Information Form
  - 3 Sample Completed Vendor Information Form
  - 4 IRS Form W-9
  - 5 Sample Completed IRS Form W-9
  - 6 Direct Deposit (EFT) Form

- I** Service Code Chart
- J** Purchasing Plan
  - 1 Purchasing Plan
  - 2 Purchasing Plan Instructions
  - 3 Purchasing Plan Quick Update Form
  - 4 Purchasing Plan Quick Update - Instructions
- K** Payroll and Tracking Forms
  - 1 Employee Weekly Timesheet
  - 2 Timesheet Tips
  - 3 Vendor Invoice Tracking Form 1 – Blank
  - 4 Vendor Invoice Tracking Form 2 – Blank
  - 5 Vendor Invoice Tracking Forms – Instructions
  - 6 Reimbursement Tracking Form – Blank
  - 7 Reimbursement Tracking Form – Instructions
  - 8 STE Accounting Form - Blank
  - 9 STE Accounting Form - Sample
  - 10 OTE Accounting Form - Blank
  - 11 OTE Accounting Form - Sample
  - 12 Restricted Services Accounting Form - Blank
  - 13 Restricted Services Accounting Form - Sample
- L** Cash Check Accounting
  - 1 Cash Receipts Log 1 – Blank
  - 2 Cash Receipts Log 1 – Sample
  - 3 Cash Receipts Log 2 – Blank
  - 4 Cash Receipts Log 2 – Sample
- M** Monthly Statement
  - 1 How to Read Your Monthly Statement
  - 2 Balancing Your Account – Blank Form
  - 3 Participant Account Close-out Form
- N** Performance Improvement and Corrective Action
  - 1 Performance Improvement
  - 2 Ten Steps to Implementing Corrective Action
  - 3 Corrective Action Plan
  - 4 Participant Appeal Form
- O** Planning Tools
  - 1 Thinking About Your Options
  - 2 Calendar - Blank
  - 3 Pay Schedule: July – December 2009
  - 4 Pay Schedule: January – June 2010

# I. ORGANIZATION of the CDC+ PARTICIPANT NOTEBOOK

---

We hope that you will find the Consumer Directed Care Plus (CDC+) Participant Notebook easy to navigate. The notebook contains the How and What of the CDC+ program.

As you study the material in the notebook, you will see references to items that can be found in the Appendix. The Appendix can be found at the back of this notebook. A complete list of the items available in the appendix is on page 7 and 8.

Updates to the CDC+ Participant Notebook and the appendices will be posted on the Agency for Persons with Disabilities CDC+ website <http://apd.myflorida.com/cdcplus/>. If you do not have web access, please obtain these updates from your CDC+ consultant.

It is your responsibility to follow the policies and procedures of the CDC+ Program as published in this notebook.



The terms “participant” and “representative” are used interchangeably throughout this notebook, but the participant alone is the employer of record. Therefore, except when discussing the employer, whenever the terms “participant” or “you” are used; they also mean the representative.

## II. YOUR CDC+ TRAINING

---

Before you can enroll as a participant in CDC+, you must be provided comprehensive training. This training may be provided by CDC+ Central Office staff, Area Office staff or the Waiver Support Coordinator you have selected to be your CDC+ consultant. If you have selected a CDC+ representative, your CDC+ representative must be provided this training before you can begin CDC+. If at any time you wish to replace your CDC+ representative with someone else, the new representative must be trained by your consultant and sign a Representative Agreement before your new representative may become your official CDC+ representative.

APD is responsible for training Waiver Support Coordinators to become CDC+ consultants. Participants, CDC+ representatives and family members may participate in the CDC+ training provided by APD to Waiver Support Coordinators on a space available basis. Ongoing refresher training and technical assistance will be provided by APD to both CDC+ participants and CDC+ consultants to assist in fulfilling roles and responsibilities of the program.

The timeframe that it will take for you to become active in the CDC+ program will depend on your (or your CDC+ representative's) ability to attend the trainings that are offered and your (or your CDC+ representative's) ability to understand the materials. The CDC+ program is consumer directed, some of the training you (or your CDC+ representative receives will be done independently with the assistance of the Waiver Support Coordinator you have selected to be your CDC+ consultant. At the end of the training, you (or your CDC+ representative) must demonstrate that you have a basic understanding of the program and have the basic skills to manage your monthly budget.

This notebook contains a great deal of information. Take things one step at a time. Do not try to learn everything in one day. You do not have to memorize the information in this Participant Notebook, although in time you will find you have more and more knowledge of the program and how you may use it to reach your individual goals.

Everything covered in the CDC+ training can be found in this Participant Notebook. One of the keys to success in the CDC+ program is to be able to find the information when you need it. The notebook is structured so that it guides you through the program step-by-step.

You will be provided enrollment forms to complete for both you and any providers who will be providing services to you

After the training, using this notebook as a resource will be much easier. Your consultant will also be available to answer your questions and help you find the information you need.

## How does CDC+ work?

This section contains a brief overview of how the program works. The rest of this notebook is devoted to the details – everything you need to know about CDC+.

“Consumer-Directed” means directed by you, the consumer, also referred to as the CDC+ program participant. You direct your own care and manage your allocated funds. If you are able to manage the CDC+ program all by yourself, you can do so. If you need someone else to manage it for you, you may ask a family member or friend to do so. That person is called a “CDC+ representative”. The CDC+ representative essentially is your advocate, operates the program on your behalf, and acts in your best interest. The person who agrees to act as your CDC+ representative is taking on a very important and responsible position.

Each month you will receive a deposit of Medicaid funds into the account that the state maintains for you. You will use these funds (called your Monthly Budget) to meet the needs and goals you identified on your HCBS Support Plan.

In CDC+, you will choose a consultant who is a waiver support coordinator specially trained in CDC+. This person will provide technical assistance and additional training to you in the program and is your advisor. After you receive the training for CDC+ using this notebook and other training materials, and you have obtained the basic skills and knowledge to manage the CDC+ program, you will complete your enrollment documents to establish your CDC+ membership. Then you with the assistance of your consultant will work together on the next steps to start managing your CDC+ budget.

You will determine which services and supports will best meet your needs. You will make your own choices about who you want to hire to provide services that you need, such as personal care, companion, and in-home supports. The person or people that you hire do not have to be enrolled as Medicaid Waiver providers. You can hire a friend or a member of your family. You will tell your employees how you want the job done. You determine how much you will pay them. You are in charge. If you do not like the way the service is provided or if the provider is unreliable, you can terminate the employee and hire someone else.

You will develop a monthly plan of services (called a Purchasing Plan) that describes how you plan to spend the funds you will be given each month. If you plan your monthly services and spending wisely, you may even be able to purchase additional supports and services that enhance your life that you would not have been able to purchase on the Home and Community Based Services Waiver. The Purchasing Plan must be signed by you and your consultant, and approved by the APD Area Office. Once approved, you can begin receiving services. You will document the services that your employees provide by having him or her submit a completed timesheet every week. You will verify the services you have received from agencies and other businesses (vendors) by signing the invoices they send you for payment. You will pay your employees and other providers by signing their timesheets and invoices and submitting timesheet or invoice information to the Agency for Persons with Disabilities via telephone or the internet for payment. The Agency for Persons with Disabilities will

pay your employees or vendors using the funds that are placed in the CDC+ account for you each month.

Every month, you should receive a statement that shows how much was deposited into the CDC+ account and all checks that were paid out that month. If you have a checking account, this is very similar to a bank statement that you receive every month that tells you all the checks the bank has paid and what the bank shows as your official bank balance. You are responsible for balancing your account each month by reconciling this statement using the documents in your file to insure the items listed on the statement are correct. Your CDC+ consultant should review your statement each month.

If you need to make a change in an employee or other provider, you can do so. If you have a change in your health or living situation, you may be awarded a different monthly budget and need to revise your Purchasing Plan to reflect the new monthly budget. This is all part of managing the program and making it work for you. Many others have successfully managed the CDC+ program and you can, too.

### *What are your responsibilities?*

With choice comes responsibility – you and your CDC+ representative (if you have selected one) are responsible for learning how to operate the CDC+ program within the rules and guidelines in this notebook and to stay informed of all changes. You and your CDC+ representative are responsible for managing the Medicaid funds provided to you, and this responsibility must be taken seriously. Mismanagement of funds is grounds for dis-enrollment from CDC+. Depending on the nature of the mismanagement, you could even be held personally responsible for an overspent budget. CDC+ staff and your consultant do not wish to take adverse actions against you or dis-enroll you from CDC+ except when there are no other options, and we will work with you to correct mistakes should they occur. However, we do want you to know how to manage the program, which means knowing how and when to update your Purchasing Plan, what forms to send in when you hire a new employee, and how to keep track of what you are spending. The CDC+ program has a “Corrective Action” process which is primarily a “tool” to help you learn from your mistakes and make needed corrections. However, if you continue to make the same mistakes, at some point a decision may be made that the CDC+ program is not right for you and you will be returned to the DD/HCBS Waiver. Naturally, that decision would be the last resort and would only be made after many failed attempts to correct identified problems.

This CDC+ Participant Notebook explains the CDC+ program in detail. It is important that you take time to study this information, ask questions and learn to use the notebook for reference in the future. Another excellent reference is the Agency’s CDC+ website at <http://apd.myflorida.com/cdcplus/>. If you have access to a computer, you should check that site often for the latest news about the program, its policies, procedures, and upcoming events. Of course, this information will also be passed along to the Area

## Your Safety

When the CDC+ demonstration phase started in 2004, CMS added two requirements to the program in response to findings during the early research phase:

- Background screening of all employees, except for immediate family, and
- Two emergency back-ups for every critical service.

When CDC+ became a permanent Florida Medicaid State Plan option under subsection 1915(j) of the Social Security Act (SSA), another requirement was added to ensure your safety.

- Emergency Back-Up Plan

In order to participate in CDC+, every participant must develop an emergency back-up plan before his or her first purchasing plan is approved. This plan is to be re-assessed by the CDC+ Consultant annually during the support planning process

- Your employees must be background screened.

It is your responsibility to conduct background screenings on all your directly hired employees. You do not pay for your employees' background screenings. Employees pay all costs associated with their background screening.

Requiring that you perform a background screening on all your employees is the only way the state and federal governments have to ensure your safety when you hire employees who will be paid with state and federal funds. Such screening will not protect you 100%, but it will ensure that those with serious criminal records will not become your paid caregivers. Some minor criminal offenses are considered "non-disqualifying," meaning that people with minor offenses in their past may be eligible to work for you. For your protection, all individuals rendering care to a CDC+ participant must:

- Be a Medicaid-enrolled provider who underwent background screening at the time of their enrollment into the Medicaid program and who remains in good standing in the Medicaid program; **or**
- Pass a Level 1 or Level 2 background screening (as appropriate); **or**
- Provide proof of a State of Florida Level 1 or Level 2 background screening (as appropriate) completed within the six months prior to employment, the outcome of which was a finding of no disqualifying offenses.

The background screening will be conducted in accordance with Chapter 435, Florida Statutes and shall be at a minimum a Level 1 background screening (this is a Florida Department of Law Enforcement name check). A complete description of both Level 1 and Level 2 screenings – who must have which level screening and how to process them – is provided in **Section VIII**.

# Consumer Directed Care Plus (CDC+) Operations Overview

## CDC+ Participant/Representative

- Prepares and follows Purchasing Plan
- Spends within budget as described in Purchasing Plan
- Hires, pays and can fire providers; writes job descriptions
- Evaluates services provided
- Processes paperwork timely
- Strives to meet needs and goals
- Cooperates with monitoring
- Maintains cash purchase receipts
- Maintains all payroll-related documents

## CDC+ Consultant

- Assists w/ initial and ongoing training participant/representative
- Advises, coaches participant/representative
- Assists participant/rep as needed
- Reviews monthly statement
- Tracks cash purchases
- Annual Support Planning
- Cooperates with monitoring

## APD Area CDC+ Liaison

- CDC+ General Program Overview
- Approves:
  - Application/Start-up
  - Budget
  - Purchasing Plan
  - Participant Info Update
- Employee Background Screening
- Oversees Corrective Action

## APD Central CDC+ Program and Fiscal

- Program Operations Oversight
- Policies and Procedures
- Training and Materials
- Participant/PPlan Database Management
- Statewide Quality Assurance Monitoring
- F/EA - Customer Service
- F/EA - Accounting
- F/EA - Participant Enrollment
- F/EA - Provider Enrollment
- F/EA - Payroll Database Management
- Payroll Issue Research/Resolution
- Monthly Statement Oversight

## CDC+ Program Overview – Steps to and through CDC+

### **I. Pre-Training**

1. APD staff provides general overview of CDC+ to participant/family
  - a. CDC+ Monthly Budget Explanation
  - b. CDC+ Monthly Budget Calculation
2. Participant/family decides to apply.
3. Participant requests and receives application package from APD Area Office. Package includes:
  - a. Application and Instructions
  - b. Participant Information Update Form
  - c. How to Calculate a CDC+ Monthly Budget
  - d. Consultant Selection Package
  - e. Participant/Consultant Agreement
  - f. Representative Agreement
  - g. Employer-Employee Agreement
  - h. CDC+ Consent Form
4. Participant selects a waiver support coordinator (WSC) who is also a CDC+ consultant.
  - a. Participant/Consultant Agreement is signed by both.
  - b. WSC updates APD's data system to become participant's WSC at this point.
5. Participant selects a CDC+ representative (if one is needed).
  - a. Representative Agreement is signed by participant and CDC+ representative.
6. WSC/Consultant meets with participant, provides CDC+ monthly budget amount to participant based on current Cost Plan, completes application.
7. Consultant submits application to APD Area Office.
8. APD sends training and enrollment package to participant.
9. APD sends Budget Authorization Form to the WSC/Consultant.

### **II. Training**

10. APD staff provides comprehensive training to participant.
11. Participant or the selected representative is able to demonstrate that he or she understands the materials and has basic skills to manage CDC+ budget.

### **III. Enrolling**

12. Participant decides to enroll in CDC+.
13. Participant signs CDC+ Consent Form.
14. Participant, with WSC/Consultant assistance, if needed, completes CDC+ enrollment forms and submits them to APD Central Office.

#### **IV. Planning Supports and Services**

1. Participant works with WSC/Consultant to identify desired supports and services to meet needs and goals.

#### **V. Interviewing and Hiring Providers / Associated Paperwork**

2. Participant interviews and hires all providers; obtains all provider packets and prepares for submission to APD.
3. Participant starts background screening process within five days of hiring employees.

#### **VI. Developing and Submitting the Purchasing Plan for Approval**

4. Participant, with WSC/Consultant assistance, completes first Purchasing Plan.
5. Participant submits Purchasing Plan and provider packets to WSC/Consultant.
6. WSC/Consultant completes Budget Authorization Form and submits it along with first Purchasing Plan and all provider packets to Area Office.
7. Area Office updates APD's data system (ABC) to change WSC Provider number to CDC+ Consultant Provider number and to change all other provider numbers to indicate that the participant is a CDC+ participant and will hire his or her own providers.
8. Area Office approves Purchasing Plan and submits it with provider packets to APD Central Office.

#### **VII. Processing the Purchasing Plan and Provider Packets**

9. APD Central Office enters Purchasing Plan into CDC+ Purchasing Plan authorization system.
10. CDC+ Fiscal Unit reviews and enters all provider packet data into the payroll database.

#### **VIII. Receiving and Accepting Services**

11. Participant starts receiving services on or after the first of the month specified as the effective date on the Purchasing Plan. (If delayed for any reason this must be coordinated with consultant to ensure there is no lapse in services between the Waiver and CDC+.)
12. Directly hired employees hired by the participant complete timesheets showing all time worked according to the CDC+ workweek (12am Monday-11:59pm Sunday. The timesheets are submitted to participant at the end of each workweek).

#### **IX. Paying Providers/Managing Budget**

13. Participant reviews and approves timesheets and submits payroll information either online or via telephone to APD.
14. Providers who are agency/vendors or independent contractors submit invoices to participant for the services and supports they have provided (usually a full month of services, but may be partial month).

1. Participant reviews and approves invoices and submits payroll information either online or via telephone to APD.
2. APD processes payroll and authorizes payment to providers.
3. APD's check writing company sends paper pay checks to participant.
4. Participant gives pay checks to providers.
5. If employees or vendors have completed the paperwork for direct deposit, their paychecks are deposited directly into their accounts and the participant is mailed a check stub showing what was deposited. The participant is responsible for providing the employee or vendor with a copy of the direct deposit check stub as soon as it is received in the mail.
  - a. Participant contacts CDC+ Customer Service if he or she has any questions about payroll that the WSC/Consultant cannot answer.

#### **X. Reconciling Bank Statement**

6. Participant receives Monthly Statement; WSC/Consultant receives copy of Monthly Statement.
7. Participant compares all items submitted for payment to the Monthly Statement.
8. WSC/Consultants providing full (as opposed to limited) services contact participant and go over Statement and make sure needs and goals are being met or being worked on and all is going well.

#### **XI. Making and Processing Changes**

9. Participant advises WSC/Consultant of any changes in address or any other information that was on the participant's CDC+ application; WSC/Consultant completes Participant Information Update form with updated information and submits to Area Office.
10. Repeat items #27-37 until any of the following occur:
  - a. Participant wishes to make a change in services/supports within current budget, in which case,
  - b. Participant revises Purchasing Plan and submits a Purchasing Plan Update to the WSC/Consultant, along with provider packets for all new providers.

OR

  - c. Participant has a change in situation and must update the Support Plan, which results in an increase or decrease in budget, in which case,
  - d. Participant revises Purchasing Plan and submits a Purchasing Plan Change to the WSC/Consultant, along with provider packets for all new providers.
11. Purchasing Plan approval process is repeated.
12. Participant may start receiving new services on the first of the month per the effective date on the approved Purchasing Plan.

#### **XII. Dis-enrolling**

13. Program continues in this fashion until participant either voluntarily or involuntarily dis-enrolls from CDC+. See Section XVII for more details.

## Roles of the Participant

**Decision Maker:** You decide if you can manage CDC+ requirements yourself or if you need someone to help you, or even do it on your behalf. The person who manages CDC+ on your behalf is called a CDC+ representative.

You make decisions about the best way to meet the needs identified on your Support Plan/Cost Plan, receive and use goods and services, and then judge how well they work for you – making changes as needed.

You decide what to buy with your CDC+ budget, where you buy, and from whom you buy. You make purchases according to the CDC+ guidelines.

**Trainee:** The participant who does not select a CDC+ representative must receive training on the CDC+ program. This training will be provided by Central or Area office staff of the Agency of Persons with Disabilities and with additional training and technical assistance to be provided by the Consultant.

**Employer:** In the eyes of the IRS, you are considered a small household business.

- You are in charge.
- You find, hire and manage the people who work for you.
- You make sure that your employees are enrolled in the payroll system so they can get paid.
- You train your own employees and schedule when you want the work done.
- You let your employees know if they are or are not doing things the way you want.
- You determine how much to pay your employees based on the available funds from your CDC+ monthly budget.
- You review the hours your employees worked and sign your employees' timesheets to authorize their paychecks.
- You pay your employees and other providers on time (payments are processed by APD, but you must enter payroll information online or via telephone in order for APD to make payments).

**Authorized Signer:** If you do not have a CDC+ representative, you sign all of the following documents:

- CDC+ Consent Form
- Purchasing Plan and all changes and updates, including Quick Update form

- Employee Timesheets
- Vendor Invoices to confirm services rendered
- Request for Vendor Payment Forms
- Request for Reimbursement Forms
- Employer/Employee Agreement
- Consumer/Consultant Agreement
- Corrective Action Plan (CAP) should one ever be necessary

The following official documents must be signed by the participant, in whatever manner the participant is able to sign or make a mark that is witnessed:

- Informed Consent for the Fiscal/Employer Agent
- IRS Form 2678 – Employer Appointment of Agent
- IRS Form 8821 – Tax Information Authorization
- IRS Form 2848 – Power of Attorney & Declaration of Representative (IRS)
- FL Form DR-1 – Application to Collect and/or Report Tax in Florida. The Legal Guardian can sign in the place of the participant, but must indicate that the person who signed is the Legal Guardian. The participant's guardianship papers should be on file with the Agency for Persons with Disabilities. If they are not, then they must be submitted with Form DR-1
- FL Form DR-835 – Power of Attorney & Declaration of Representative (Florida Department of Revenue)

**Custodian of Public Money:** You will use your budget responsibly. The CDC+ Monthly Budget must be used to meet the long-term care needs identified on your Support Plan/Cost Plan.

**Manager of the CDC+ Program:** You will understand the necessary steps to take when there are issues that must be resolved regarding payroll, Purchasing Plans, employees, etc. You will maintain a positive relationship with the APD Customer Service Unit at all times. When you receive your monthly statement, you will reconcile the balance with your records to make sure your records agree and you are staying within your CDC+ monthly budget. You will maintain an organized filing system of the paperwork associated with your participation in the CDC+ program. This includes employees' files, copies of payroll submissions, copies of checks, copies of completed CDC+ forms, monthly statements, monthly account reconciliations, current and all previously approved Purchasing Plans, and the current approved Support Plan/Cost Plan, etc. You will maintain these CDC+ files for a period of 6 years. If you dis-enroll from the CDC+ program, you will turn your files over to the APD Area Office so that they will be available in the event of an audit.

## The Representative

If you cannot manage the CDC+ program on your own, you may ask a friend or relative to manage it for you. The CDC+ representative has a very responsible position. Your CDC+ representative must be present in your life to the extent that he or she knows you well and knows and can advocate for your needs. Your CDC+ representative must be readily available to you and your consultant because he or she needs to be able to update your Purchasing Plan, process all of your paperwork, sign timesheets and invoices, and enter or call in payroll information so that your providers get paid on time.

## Roles of the Representative

**Participant's agent:** The CDC+ representative's overall role is to make the best decisions and choices on behalf of the participant and to manage all CDC+ care and financial responsibilities. Therefore, the role of the CDC+ representative is basically the same as that of the participant. In order to be a successful CDC+ representative, he or she must understand your needs, advocate for those needs, be creative in meeting those needs, and be careful and well organized when processing CDC+ paperwork. Because of the legal responsibilities of the CDC+ representative, a CDC+ representative must be at least 18 years of age.

**Trainee:** The CDC+ representative must receive training on the CDC+ program before he or she can officially act in the capacity of CDC+ representative. This training will be provided by Central or Area office staff of the Agency for Persons with Disabilities and with additional training and technical assistance to be provided by .the consultant.

**Advocate:** The CDC+ representative is intimately involved in the life of the participant and supports his or her wishes and needs in discussions with the consultant, as well as APD Area Office and Central Office staff.

**Developer of Purchasing Plan:** The CDC+ representative is responsible for completing the Purchasing Plan on behalf of the participant, and making sure that the plan developed is realistic and sufficient to meet the needs and goals identified in the participant's support plan.

**Authorized Signer:** Although the role of the CDC+ representative is essentially the same as the role of the participant, only the participant is considered the Employer of Record.

The CDC+ representative is authorized to sign on the participant's behalf:

- CDC+ Consent Form

- Employee Timesheets
- Vendor Invoices to confirm services rendered
- Request for Vendor Payment Forms
- Request for Reimbursement Forms
- Employer/Employee Agreement
- Participant/Consultant Agreement
- Corrective Action Plans (CAP)

The following official documents can only be signed by the participant:

- Informed Consent for the Fiscal/Employer Agent
- IRS Form 2678 – Employer Appointment of Agent
- IRS Form 8821 – Tax Information Authorization
- IRS Form 2848 – Power of Attorney & Declaration of Representative (IRS)
- FL Form DR-1 – Application to Collect and/or Report Tax in Florida. The Legal Guardian can sign in the place of the participant, but must indicate that the person who signed is the Legal Guardian. The participant's guardianship papers should be on file with the Agency for Persons with Disabilities. If they are not, then they must be submitted with Form DR-1.
- FL Form DR-835 – Power of Attorney & Declaration of Representative (Florida Department of Revenue),

**The CDC+ Representative's Relationship to the Participant:** It is essential that the CDC+ representative involve you as much as possible in decisions regarding your needs, wishes, services, budget and satisfaction with services. Whenever practical, you should be involved in writing the Purchasing Plan, hiring employees and setting their work schedules. The CDC+ representative cannot be paid to be a CDC+ representative, nor can the CDC+ representative be your paid employee. However the CDC+ representative may be an unpaid caregiver listed on the Purchasing Plan as a backup to a primary provider of a critical service.

**The CDC+ Representative Agreement:** The CDC+ representative is required to sign a Representative Agreement<sup>1</sup>. By signing this agreement, your CDC+ representative is telling you that he/she understands and accepts the responsibilities of a CDC+ representative.

---

<sup>1</sup> The Representative Agreement form is available in Appendix D of the Appendix to the Participant Notebook at [www.apd.myflorida.com/cdcplus/](http://www.apd.myflorida.com/cdcplus/) or you can obtain a copy from your CDC+ consultant.

## The Consultant

Consultant services for individuals with developmental disabilities will be provided by Waiver Support Coordinators who have been trained by Consumer-Directed Care Plus (CDC+) staff in the overall philosophy of self-direction and specifically in the operations of the CDC+ program. Each trained consultant receives a certificate of training from the Agency for Persons with Disabilities. Consultants must sign a Memorandum of Agreement for Consultant Services with the local APD Area Administrator, be enrolled as a Medicaid Provider for CDC+ and submit a Consultant Registration Form to APD before he or she is allowed to provide consultant services for you.

The minimum requirements of a Consultant in accordance with the 1915j are identified in this section under the different headings.

### Roles of the Consultant

**Waiver Support Coordinator:** Your consultant must perform certain duties of a waiver support coordinator in addition to being your consultant. That means the consultant is responsible for your annual support planning process or whenever necessary due to a change in your needs or health status. Your consultant will continually assess your risk for abuse, neglect and exploitation. He or she will ensure your Medicaid eligibility by providing all assistance necessary to maintain your Medicaid benefits.

**Trainer:** Your consultant will provide technical assistance to help you meet your responsibilities under the CDC+ program.

**Advisor:** Your consultant will give you information and support when you need it for matters such as choosing a different support/service to meet your current needs and planning for future needs. Your consultant may make suggestions on how to select, train, and supervise your workers.

**Contacts:** Your consultant is required to have a monthly contact and visit you in your home or community activity no less than once per six-month period (bi-annually). Monthly contacts may be in the form of phone calls or in person, whichever is the preferred method of the consumer.

**Coach:** Your consultant answers your questions, provides information, and may offer suggestions. Your consultant is available during each monthly contact to discuss your ideas and issues related to your CDC+ program.

**Resource Person:** Your consultant will tell you about the resources that are available to you in your community. Your consultant may give you tips on how other CDC+ participants may have used the program creatively to meet their needs, and also tell you about peer support activities in your community.

**Custodian of Public Money:** Your consultant is required to make sure that you spend your CDC+ budget to meet your long-term care needs. Your consultant will review your cash check log each month (if applicable) to ensure all guidelines and rules for using cash are being followed. The consultant will receive a copy of your Monthly Statement from APD. It is his or her job to review what you have purchased and compare it to your Purchasing Plan. Your consultant is required to call you if he/she has any questions about how you are spending your budget. If you are dis-enrolled from CDC+, your consultant is responsible for assisting you with the final close out of your CDC+ account by assuring that all outstanding timesheets and invoices for services provided during your time on CDC+ have been submitted for payment and documented.

**Documentation:** Your consultant will maintain documentation of all home visits and monthly contacts in his or her file.

**Full and Limited Coordination:** If you receive full coordination services and change representatives during your participation in CDC+, your consultant will assist in the training of your new representative. If you receive limited coordination services and change representatives during your participation in CDC+, the Area Office will assist in the training of your new representative.

### **It is your responsibility to call your consultant if you need information or help**

You are welcome to call your consultant during normal business hours if you need help. A big part of your consultant's job is to give you:

- Information
- Support
- Answers to your questions

Ask your consultant to tell you his or her hours of operation for CDC+ and the best time to reach them by phone. Although you are expected to increase your independence as you learn to self-direct your supports/services in CDC+, your consultant is available during the hours they have provided you for assistance and guidance. You should regularly communicate with your consultant to keep him or her informed of any changes in your life or your circumstances.

to be able to withhold, report, and pay payroll taxes to the IRS and the Florida Department of Revenue.

You (and your CDC+ representative, if you have selected one) will automatically be set up by the F/EA as a vendor so that if you receive a monthly cash check or if you request reimbursement for any purchases you made from vendors with your own funds, those payments will not be considered income to you or your CDC+ representative. As you know, any income that you (or your CDC+ representative) receive could affect you or your CDC+ representative's eligibility for public assistance. Reimbursements and cash checks for medical supplies received through CDC+ will not affect your eligibility for public assistance.

The F/EA is responsible for reviewing and processing employment information, paying vendors and independent contractors, paying employees in accordance with the Fair Labor Standards Act, and paying state and federal taxes on your behalf. You pay the F/EA a monthly administrative fee from your CDC+ budget to provide these financial services. These fees are deducted from your Waiver Cost Plan budget in the calculation of your CDC+ monthly budget, as described in **Appendix D<sup>2</sup>**.

### Roles of the CDC+ Fiscal Unit (Fiscal/Employer Agent)

**Assigns CDC+ Provider ID Numbers:** The F/EA checks the citizenship/legal alien status of your employees based on the information you submit, verifies the Federal ID number of your vendors, and assigns a CDC+ ID number to all participants, employees, vendors, and CDC+ representatives. This ID number is used when paying your providers for services they have provided and for issuing cash checks or reimbursements to you.

**Banker:** The F/EA receives the monthly budget amount that is sent each month from AHCA and maintains it in an account in your name. The F/EA creates and makes available to you a monthly statement showing the amount of money that was deposited each month, the purchases that you made during the month, and the amount of unspent funds left in your account at the end of the month.

**Bill Payer:** The F/EA receives payroll information for your employees and vendors that you submit (online or via telephone), makes sure the services were authorized on the Purchasing Plan, creates pay checks or direct deposits for your vendors and employees, and mails pay checks to you or your CDC+ representative to give to your providers.

**Tax Payer:** When you start CDC+, the F/EA, with your authorization, processes IRS Form SS-4 to obtain a Federal ID Number that is assigned to your

---

<sup>2</sup> Appendix D is available in the Appendix to the CDC+ Participant Notebook at [www.apd.myflorida.com/cdcplus/](http://www.apd.myflorida.com/cdcplus/).