




I Have a Question!

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

Clients

| Topic | Reason for call | Who can help |
|----------------------------------|--|---|
| Questions | <ul style="list-style-type: none"> Electronic Visit Verification (EVV) mobile app help EVV alternatives CDWA web portal registration, login assistance or training Update address, phone number, or email Understanding time entered for services provided Verification of Employment (VOE) Hiring a new Individual Provider (IP) Background checks Overtime and Work Week Limits (WWL) Character, Competency & Suitability (CC&S) Client Responsibility (how it is paid) Assignment of IP hours | <p>Consumer Direct Care Network Washington</p> <ul style="list-style-type: none">  InfoCDWA@ConsumerDirectCare.com  866.214.9899  Visit DirectMyCare.com to update email address and adjust assignment of IP hours |
| Client Responsibility | <ul style="list-style-type: none"> How is Client Responsibility determined | <p>Financial Worker</p> <ul style="list-style-type: none"> Contact your DSHS Financial Worker |
| Authorization Questions | <ul style="list-style-type: none"> Understanding the CARE assessment process Authorized services and care plans Authorization errors Client functional and financial eligibility | <p>Client's Case Manager</p> <ul style="list-style-type: none"> Contact your AAA, DDA or HCS Case Manager Contact info is on the Client's Authorization letter |
| Find Individual Providers | <ul style="list-style-type: none"> Search for an IP or post your own job through Carina | <p>Self-Service Job Matching</p> <ul style="list-style-type: none"> Carina.org/HomeCare-Options |
| | <ul style="list-style-type: none"> CDWA can provide support to create a Carina user profile and connect with IPs | <p>Consumer Direct Care Network Washington</p> <ul style="list-style-type: none"> Email InfoCDWA@ConsumerDirectCare.com or Call 866.214.9899 |

Do you have questions for CDWA? Email us at InfoCDWA@ConsumerDirectCare.com or call us at 866.214.9899

| | | | | | | | |
|---------------------------|---------------------|---------------------------|---------------------|--------------------------------|---------------------|---------------------------------|---------------------|
| Arabic العربية | 866.215.6909 | Cantonese 粵語 | 866.216.3065 | Khmer អក្សរខ្មែរ | 866.215.7610 | Korean 한국어 | 866.215.6907 |
| Lao ລາວ | 866.215.8044 | Mandarin 普通话 | 866.216.1752 | Russian русский | 866.215.4069 | Somali Soomaali | 866.215.5669 |
| Spanish Español | 866.215.0131 | Tagalog Tagalog | 866.215.3817 | Ukrainian Українська | 866.215.4674 | Vietnamese tiếng Việt | 866.215.2762 |




Don't see your preferred language?

Email us at InfoCDWA@ConsumerDirectCare.com or call CDWA at 866.214.9899 and a representative will connect you with a translator to improve your call experience. To communicate through TTY, call 877.398.7969.

20210716

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

Individual Providers (IP)

| Topic | Reason for call | Who can help |
|---|---|--|
| Questions | <ul style="list-style-type: none"> Electronic Visit Verification (EVV) mobile app help EVV substitutes CDWA web portal registration, login assistance or training Update address, phone number, or email Understanding time entered for services provided Verification of Employment (VOE) Background checks Request to void and reissue a payment Returned, lost or stolen checks Overpayments Direct deposit changes Overtime and Work Week Limits (WWL) Character, Competency & Suitability (CC&S) Other payment issues or questions | <p>Consumer Direct Care Network Washington</p> <ul style="list-style-type: none">  InfoCDWA@ConsumerDirectCare.com  866.214.9899  Visit DirectMyCare.com to make changes to your contact information, direct deposit, withholding elections and more. |
| Payment Issues Before CDE | <ul style="list-style-type: none"> Request to void and reissue a payment Overpayments Returned, lost or stolen checks | <ul style="list-style-type: none"> IPOne 844.240.1526 Call your Client's Case Manager |
| Client Change in Condition, Health or Safety | <ul style="list-style-type: none"> IP needs to report a change in Client's need, condition, or hospitalization IP concerned Client is being harmed | <p>Client's Case Manager</p> <ul style="list-style-type: none"> Report change in Client condition to Case Manager <p>Adult Protective Services</p> <ul style="list-style-type: none"> Safety concerns? Contact Adult Protective Services |
| Union Questions | <ul style="list-style-type: none"> Union dues or membership Questions about Union Contract All other questions about SEIU 775 | <p>SEIU 775</p> <ul style="list-style-type: none"> Member Resource Center 866.371.3200 MRC@SEIU775.org |
| Health, Training and Retirement Benefits Questions | <ul style="list-style-type: none"> Caregiver training and career advancement Healthcare coverage and other benefits Questions about health benefits payroll deductions Retirement questions Peer Mentors, for HCA certification and free skills tutoring help | <p>SEIU 775 Benefits Group</p> <ul style="list-style-type: none"> Member Resource Center 866.371.3200 Press 1 for training, 3 for health and 4 for retirement For training only, mrc@myseiubenefits.org Peer Mentors - myseiu.be/peer-cdwa |
| Certification | <ul style="list-style-type: none"> Caregiver certification | <p>Washington Department of Health</p> <ul style="list-style-type: none"> Home Care Aide Credentialing Coordinator 360.236.4700 |
| Testing | <ul style="list-style-type: none"> Home Care Aide testing Getting started with a caregiver certification program | <p>Prometric</p> <ul style="list-style-type: none"> Prometric 800.324.4689 or WAHCA@Prometric.com Visit their website for more information: How to get started Prometric.com/Test-Takers/Search/WADOH |
| Can't Work a Shift | <ul style="list-style-type: none"> IP needs to change a schedule IP can't work due to illness | <p>Client Contact</p> <ul style="list-style-type: none"> IPs need to call their Client directly |
| Injury on the Job | <ul style="list-style-type: none"> IP injured while serving Client | <p>Consumer Direct Care Network Washington</p> <ul style="list-style-type: none"> Email InfoCDWA@ConsumerDirectCare.com or Call 866.214.9899 |
| Harassment, Abuse, Discrimination | <ul style="list-style-type: none"> IP experiences harassment, abuse, discrimination, or other inappropriate behavior by their Client, or someone else in their Client's household, while performing caregiving for their Client | <p>Consumer Direct Care Network Washington</p> <ul style="list-style-type: none"> Email InfoCDWA@ConsumerDirectCare.com or Call 866.214.9899 |
| Find more Clients and work | <ul style="list-style-type: none"> Find Clients through an easy to use job-matching website Apply to jobs that are posted and message with potential Clients directly | <p>Carina:</p> <ul style="list-style-type: none"> Carina.org/ProvideCare to find more Clients |

Contact us today for more information about Consumer Direct Care Network Washington



866.214.9899



InfoCDWA@ConsumerDirectCare.com

20210716