



Managing Employer Quick Start Guide

Consumer Direct Care Network Washington (CDWA) is the Legal Employer of Individual Providers (IP). We are responsible for the administrative tasks of employing IPs.

Clients or Authorized Representatives are Managing Employers of IPs. As the Managing Employer, your responsibilities include recruiting, hiring, and scheduling IPs. This quick guide provides key information on these responsibilities. Additional details on these topics and more can be found in the Managing Employer Handbook on our website:

www.ConsumerDirectWA.com/Resources

RECRUITING AND INTERVIEWING IPs

- You are responsible for recruiting potential IPs.
- You may use the Carina system to find IPs. Carina.org/HomeCare-Options
- You can contact CDWA for assistance with Carina.
- You must follow laws about discrimination. You cannot treat an IP differently because of their:
 - Race
 - Religion
 - Age
 - Sexual Orientation
 - Marital Status
 - Color
 - Country of Origin
 - Gender
 - Disability/Handicap
 - Pregnancy
- Examples of questions **you cannot ask** when interviewing IPs include:
 - How old are you?
 - Are you married?
 - Have you ever been arrested?
 - What church do you go to?
 - What is your race?
 - Do you own or rent your home?
 - What country were you born in?
 - Do you have any children?
 - Do you have a disability or medical condition?
 - What is your religion?

HIRING IPs

- Check with your IPs to see if they have completed all the hiring requirements. You or your designee will electronically complete Section 2 of your IP's I-9 form using DocuSign. If you need assistance, please contact CDWA.
- Remind your IPs to complete the CDWA employment orientation and if applicable, SEIU 775 Training Partnership's Orientation & Safety training.
- You cannot schedule an IP until CDWA has notified you an IP is Okay to Work.

SCHEDULING

• Assignment of hours and tasks

- You are responsible for assigning hours and tasks to IPs.
- This can be done by logging into the CDWA's DirectMyCare web portal or contacting CDWA.
- If you only have one IP, CDWA will automatically assign hours and tasks to that IP up to their individual Work Week Limit.

• Setting a Schedule

- You are responsible for scheduling your IPs.
- CDWA is not responsible for scheduling IPs.

• Work Week Limits (WWL)

- The WWL is 40 hours in a work week unless an IP has a permanent WWL.
- A work week is Sunday – Saturday.
- An IP has one WWL. The IP cannot go over this limit even if they work with more Clients than you.
- You can request a temporary WWL increase. CDWA must approve the increase.

• IP Ongoing Eligibility

- You are responsible for not scheduling an IP to work if they are no longer qualified.
 - ◆ CDWA will notify you and the IP if an IP is not qualified.
 - ◆ If an IP works after being notified, they will receive corrective action and may be terminated.

• Paid Time Off (PTO)

- IPs are eligible for PTO.
- The IP can choose how to use their PTO.
- The IP will schedule PTO with you and submit PTO to CDWA.

• Leave of Absence

- IPs may be eligible for a leave of absence in specific situations.
- A leave of absence is different than PTO.
- An IP should communicate with you and coordinate dates they will be on leave.
- An IP requests a leave of absence through CDWA.

ORIENTING IPS

- You are responsible for orienting IPs on your Plan of Care.
- You should also explain any additional expectations to an IP. Examples may include:
 - Removing shoes when entering your house
 - Cell phone use during a shift
 - Acceptable clothing

SUPERVISING IPS

• Performance Feedback

- You are responsible for providing an IP feedback on their performance.
- Feedback should be both positive and useful if there are issues. Coaching an IP on how to do something differently may be needed.
- You are encouraged to provide IPs verbal and written feedback.
- It may be helpful to document when issues occur. Include the date, a description of the issue and summarize your conversation with the IP.

DISMISSING AN IP

- You may choose not to have an IP continue to provide care.
- You are responsible for informing the IP.
- You should inform CDWA immediately when you have dismissed an IP.
- CDWA will want to know why you have dismissed the IP.
- Only CDWA can terminate the IP. CDWA will decide if the IP is eligible to work with other Clients.

MONITORING SERVICES

• Monthly Services Hours

- You are responsible for not going over your monthly services hours.

• Backup Plan

- You should have a backup plan in case an IP is unable to work. For example, an IP is on PTO or leave of absence, is sick or not eligible to work.
- Regular overtime is not a backup plan.
- CDWA does not have a pool of available IPs.
- You may find backup providers on the Carina system.
 - ◆ You can contact CDWA for assistance using Carina.

SAFE WORKPLACE

- You must provide IPs a safe workplace.

• If an IP is injured during a shift, you should:

- Make sure the IP gets medical help, if needed.
- If the injury is serious and life-threatening, call 911.
- Make sure the IP or you, if the IP is not able, call CDWA to report the injury at 877-532-8542.

• Home Safety Best Practices

- Sharps (needles, etc.) are properly disposed of.
- Walkways are clear and free of trip hazards (electrical cords are secure and not crossing a hallway).
- A fire extinguisher and flashlight are available.
- Discuss what happens if there is a fire. Prior to an emergency, contact local fire and police on their non-emergency numbers to tell them a vulnerable person lives in the home.
- Discuss any concerns about a pet in your home.

HARASSMENT, ABUSE AND DISCRIMINATION (HAD)

- Harassment, sexual harassment, abuse or discrimination toward an IP by you or someone in your household is prohibited.

• Prohibited behaviors include:

- **Abusive conduct/Workplace violence:** Verbal or physical actions that are harmful and destructive to a person or their property.
- **Discrimination:** Discriminating against someone on the basis of any characteristics that are protected by law.
- **Harassment:** Unwelcome verbal, visual or physical conduct creating an intimidating, offensive, or hostile environment that interferes with work performance.
- **Sexual Harassment:** Unwanted and offensive sexual behavior targeting an individual(s).

- More detailed definitions of these prohibited behaviors can be found in the Managing Employer Handbook.

- You are responsible for understanding and safeguarding IPs from these behaviors.
- It is your responsibility to provide a safe workplace for an IP.
- IPs are encouraged to report inappropriate behavior.

MEDICAID FRAUD, WASTE AND ABUSE

You, IPs, and CDWA are all responsible for preventing the misuse of Medicaid funds.

• Definitions:

- **Fraud** is the intentional deception or misrepresentation made by a person (individual or entity) with the knowledge that the deception could result in some unauthorized benefit.
- **Waste** is the overutilization or misuse of services or other practices that, directly or indirectly, result in unnecessary costs to Medicaid.
- **Abuse** is defined as provider practices that are inconsistent with sound fiscal, business, or medical practices, and result in an unnecessary cost to or reimbursement from Medicaid programs.

• Examples of Fraud:

- An IP falsifies their time to include more time than they worked.
- You pressure an IP to split their pay with you.
- We bill for services not provided.

If you witness or suspect Medicaid fraud, you must report it as soon as possible. You can report to CDWA or directly to the Washington State Attorney General's office.

- **CDWA** – InfoCDWA@ConsumerDirectCare.com or 866-214-9899
- **Washington State Attorney General's office** - MFCUreferrals@atg.wa.gov or 306-586-8888

PERSONAL PROTECTIVE EQUIPMENT (PPE)

• Gloves

- You must provide gloves to IPs for hands-on personal care tasks.
- You can get up to 200 gloves a month from My Apple Health (Medicaid) benefit. You may be able to get more if it is medically necessary.
- If you have Apple Health (Medicaid) managed care, you may contact your health plan or doctor to order gloves or go to <https://www.hca.wa.gov/assets/billers-and-providers/13-010.pdf>
- **If you have Apple Health coverage that is not through managed care you may:**
 - ◆ Call a medical equipment supplier from the list on the Health Care Authority website at: https://www.hca.wa.gov/assets/billers-and-providers/ffs_providers_non_sterile_gloves.pdf; or
 - ◆ Call your doctor; or
 - ◆ Call the Medical Service Center at 1-800-562-3022. This number is located on the back of your blue Medical Service Card. For more information about getting gloves visit the Health Care Authority website at <http://www.hca.wa.gov/medicaid/dme/Pages/default.aspx>.

• IP Requests

- IPs may also request PPE by completing a request in Workday. www.ConsumerDirectWA.com/Request-PPE

CLIENT RESPONSIBILITY (IF APPLICABLE)

- Some Clients may have a monthly Client Responsibility co-payment.
- Monthly amounts are determined by your DSHS Financial Worker, not CDWA.
- Contact your Financial Worker if you have questions about the amount.
- You will pay Client Responsibility to CDWA monthly, not your IP.
- If you pay Client Responsibility, CDWA will provide a copy of the Terms of Client Responsibility. The Terms are also available on our website. www.ConsumerDirectWA.com/Resources/
- You are responsible for reviewing the Terms and asking questions.
- Your Consumer Directed Employer (CDE) services can be terminated if payment is not received per the Terms.

You may request a paper copy of the Managing Employer Handbook by contacting CDWA at InfoCDWA@ConsumerDirectCare.com or 866-214-9899.

CONTACT CDWA

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 អង្គរខ្មែរ	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.

Find more information about the CDE and CDWA at www.ConsumerDirectWA.com

