




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

Do you have questions for CDWA? Email us at [InfoCDWA@ConsumerDirectCare.com](mailto:InfoCDWA@ConsumerDirectCare.com) or call us at 866.214.9899

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




### Don't see your preferred language?

Email us at [InfoCDWA@ConsumerDirectCare.com](mailto: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.

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## Individual Providers (IP)

Topic	Reason for call	Who can help
<b>Questions</b>	<ul style="list-style-type: none"> <li>Electronic Visit Verification (EVV) mobile app help</li> <li>EVV substitutes</li> <li>CDWA web portal registration, login assistance or training</li> <li>Update address, phone number, or email</li> <li>Understanding time entered for services provided</li> <li>Verification of Employment (VOE)</li> <li>Background checks</li> <li>Request to void and reissue a payment</li> <li>Returned, lost or stolen checks</li> <li>Overpayments</li> <li>Direct deposit changes</li> <li>Overtime and Work Week Limits (WWL)</li> <li>Character, Competency &amp; Suitability (CC&amp;S)</li> <li>Other payment issues or questions</li> </ul>	<p><b>Consumer Direct Care Network Washington</b></p> <ul style="list-style-type: none"> <li> <a href="mailto:InfoCDWA@ConsumerDirectCare.com">InfoCDWA@ConsumerDirectCare.com</a></li> <li> <b>866.214.9899</b></li> <li> Visit <a href="http://DirectMyCare.com">DirectMyCare.com</a> to make changes to your contact information, direct deposit, withholding elections and more.</li> </ul>
<b>Payment Issues Before CDE</b>	<ul style="list-style-type: none"> <li>Request to void and reissue a payment</li> <li>Overpayments</li> <li>Returned, lost or stolen checks</li> </ul>	<ul style="list-style-type: none"> <li>IPOne <b>844.240.1526</b></li> <li>Call your Client's Case Manager</li> </ul>
<b>Client Change in Condition, Health or Safety</b>	<ul style="list-style-type: none"> <li>IP needs to report a change in Client's need, condition, or hospitalization</li> <li>IP concerned Client is being harmed</li> </ul>	<p><b>Client's Case Manager</b></p> <ul style="list-style-type: none"> <li>Report change in Client condition to Case Manager</li> </ul> <p><b>Adult Protective Services</b></p> <ul style="list-style-type: none"> <li><b>1.866.363.4276</b></li> </ul>
<b>Union Questions</b>	<ul style="list-style-type: none"> <li>Union dues or membership</li> <li>Questions about Union Contract</li> <li>All other questions about SEIU 775</li> </ul>	<p><b>SEIU 775</b></p> <ul style="list-style-type: none"> <li>Member Resource Center <b>866.371.3200</b></li> <li><a href="mailto:MRC@SEIU775.org">MRC@SEIU775.org</a></li> </ul>
<b>Health, Training and Retirement Benefits Questions</b>	<ul style="list-style-type: none"> <li>Caregiver training and career advancement</li> <li>Healthcare coverage and other benefits</li> <li>Questions about health benefits payroll deductions</li> <li>Retirement questions</li> <li>Peer Mentors, for HCA certification and free skills tutoring help</li> </ul>	<p><b>SEIU 775 Benefits Group</b></p> <ul style="list-style-type: none"> <li>Member Resource Center <b>866.371.3200</b></li> <li><b>Press 1</b> for training, <b>3</b> for health and <b>4</b> for retirement</li> <li>For training only, <a href="mailto:mrc@myseiubenefits.org">mrc@myseiubenefits.org</a></li> <li>Peer Mentors - <a href="http://myseiu.be/peer-cdwa">myseiu.be/peer-cdwa</a></li> </ul>
<b>Certification</b>	<ul style="list-style-type: none"> <li>Caregiver certification</li> </ul>	<p><b>Washington Department of Health</b></p> <ul style="list-style-type: none"> <li>Home Care Aide Credentialing Specialist <b>360.236.4700</b></li> </ul>
<b>Testing</b>	<ul style="list-style-type: none"> <li>Home Care Aide testing</li> <li>Getting started with a caregiver certification program</li> </ul>	<p><b>Prometric</b></p> <ul style="list-style-type: none"> <li>Prometric <b>800.324.4689</b> or <a href="mailto:WAHCA@Prometric.com">WAHCA@Prometric.com</a></li> <li>Visit their website for more information: How to get started <a href="http://Prometric.com/Test-Takers/Search/WADOH">Prometric.com/Test-Takers/Search/WADOH</a></li> </ul>
<b>Can't Work a Shift</b>	<ul style="list-style-type: none"> <li>IP needs to change a schedule</li> <li>IP can't work due to illness</li> </ul>	<p><b>Client Contact</b></p> <ul style="list-style-type: none"> <li>IPs need to call their Client directly</li> </ul>
<b>Injury on the Job</b>	<ul style="list-style-type: none"> <li>IP injured while serving Client</li> </ul>	<p><b>Consumer Direct Care Network Washington</b></p> <ul style="list-style-type: none"> <li>Email <a href="mailto:InfoCDWA@ConsumerDirectCare.com">InfoCDWA@ConsumerDirectCare.com</a> or Call <b>877.532.8542</b></li> </ul>
<b>Harassment, Abuse, Discrimination</b>	<ul style="list-style-type: none"> <li>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</li> </ul>	<p><b>Consumer Direct Care Network Washington</b></p> <ul style="list-style-type: none"> <li>Email <a href="mailto:InfoCDWA@ConsumerDirectCare.com">InfoCDWA@ConsumerDirectCare.com</a> or Call <b>877.532.8542</b></li> </ul>
<b>Find more Clients and work</b>	<ul style="list-style-type: none"> <li>Find Clients through an easy to use job-matching website</li> <li>Apply to jobs that are posted and message with potential Clients directly</li> </ul>	<p><b>Carina:</b></p> <ul style="list-style-type: none"> <li><a href="http://Carina.org/ProvideCare">Carina.org/ProvideCare</a> to find more Clients</li> </ul>

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



**866.214.9899**



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