



November 1, 2021

Dear <Client Name>,

As you may know, Consumer Direct Care Network Washington (CDWA) ([www.ConsumerDirectWA.com](http://www.ConsumerDirectWA.com)) will soon become the Consumer Directed Employer (CDE) ([www.dshs.wa.gov/altsa/stakeholders/consumer-directed-employer-project](http://www.dshs.wa.gov/altsa/stakeholders/consumer-directed-employer-project)) of all Individual Providers (IP).

An important change regarding Client Responsibility will occur when CDWA becomes the employer of your IP(s).

According to the information we have received from Washington’s Department of Social and Health Services (DSHS), your current authorization indicates you pay \$<xxx> per month in Client Responsibility. Once your IP(s) is an employee of CDWA, you will no longer pay Client Responsibility to your IP(s). Instead, **Client Responsibility will be paid directly to CDWA.**

This change in Client Responsibility collection ensures that your IP(s) will be paid in full by CDWA for the hours they work. Once you and your IP(s) have transitioned to CDWA, it is important that you NO LONGER pay Client Responsibility directly to your IP(s).

**Terms of Client Responsibility**

- It is your responsibility to review the enclosed Terms of Client Responsibility
- In it you will find helpful details about:
  - How to pay
  - When to pay
  - What happens if you don’t pay

**Contact CDWA**

Email: [InfoCDWA@ConsumerDirectCare.com](mailto:InfoCDWA@ConsumerDirectCare.com)

Toll-Free Phone Number: 866.214.9899

Visit our website at [www.ConsumerDirectWA.com](http://www.ConsumerDirectWA.com) for more information

Please contact us by phone or email if you have questions.

Sincerely,

The Consumer Direct Care Network Washington Team

CDWA help in other languages and formats

Arabic العربية	866.215.6909	Cantonese 粵語	866.216.3065	Khmer កម្ពុជា	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