



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) <ul style="list-style-type: none"> • 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 • ConsumerDirectWA.com • 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 <ul style="list-style-type: none"> • 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 • CDWA can provide support to create a Carina user profile and connect with IPs 	<p>Self-Service Job Matching</p> <ul style="list-style-type: none"> • Carina.org/HomeCare-Options <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 ພາສາລາວ	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.

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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) <ul style="list-style-type: none"> ▪ 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 	Consumer Direct Care Network Washington <ul style="list-style-type: none"> ▪ InfoCDWA@ConsumerDirectCare.com ▪ 866.214.9899 ▪ ConsumerDirectWA.com ▪ 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 <ul style="list-style-type: none"> ▪ 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 	Client's Case Manager <ul style="list-style-type: none"> ▪ Report change in Client condition to Case Manager Adult Protective Services <ul style="list-style-type: none"> ▪ 1.866.363.4276
Union Questions	<ul style="list-style-type: none"> ▪ Union dues or membership ▪ Questions about Union Contract ▪ All other questions about SEIU 775 	SEIU 775 <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 	SEIU 775 Benefits Group <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 	Washington Department of Health <ul style="list-style-type: none"> ▪ Home Care Aide Credentialing Specialist 360.236.4700
Testing	<ul style="list-style-type: none"> ▪ Home Care Aide testing ▪ Getting started with a caregiver certification program 	Prometric <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 	Client Contact <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 	Consumer Direct Care Network Washington <ul style="list-style-type: none"> ▪ Email InfoCDWA@ConsumerDirectCare.com or Call 877.532.8542
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 	Consumer Direct Care Network Washington <ul style="list-style-type: none"> ▪ Email InfoCDWA@ConsumerDirectCare.com or Call 877.532.8542
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 	Carina: <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

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