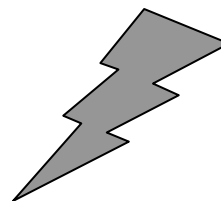


CDC+ *Connection*



The Agency for Persons with Disabilities

Be Prepared Before You Call

Before you reach for the phone to call CDC+ Customer Service every week to report your employees' time worked and purchases you have made from your vendors, please prepare yourself for the call.

Have in front of you your Consumer ID, all of your employees' completed and signed timesheets, and all invoices that you wish to submit.

For employees, the timesheet is the document that proves when and by whom services were delivered so that Medicaid funds can be paid. Please be sure the timesheet you are using says "CDC+ WEEKLY TIMESHEET" at the top. This timesheet has a place for you to enter the first and last day of each work week to help you report time worked for the correct period of time. If you do not have this WEEKLY timesheet, please download a copy from the CDC+ Web site at <http://apd.myflorida.com/cdcplus> or contact your consultant. The timesheet must be completed and signed by the employee and the consumer or representative at the end of each work week in which the employee worked. If your employee provides more than one service during the work week, be sure to total his or her hours for each service in the space provided at the bottom of the timesheet.

When you receive an invoice from a vendor (i.e., an agency, a store, or an independent contractor), you must always sign the invoice to verify that the goods or services on the invoice were actually received. This is a very important part of documenting services for Medicaid payment.

Remember that your approved Purchasing Plan is the document that authorizes your services. It is your responsibility to be sure the codes on your employees' timesheets and your vendors' invoices are consistent with the codes on your approved Purchasing Plan and the section of the plan in which they were authorized.

Customer Service staff are doing their very best to be available for all consumers and representatives who call in their payroll on Mondays and Tuesdays each week, so it is very important that calls be kept as short as possible. It will help them – and your fellow CDC+ participants – very much if you have your paperwork at your fingertips.

Secure Web Payroll System

APD has developed a secure online Web site for those of you who use the Web to submit your timesheets and invoices. Letters are being sent out by APD Area to each participant and representative giving them a Username and asking them to call Customer Service to obtain their confidential password.

Each person who calls will be asked a series of questions that both the consumer and the representative should know in order to verify the identity of the person who is calling. When Customer Service staff asks a question that cannot be answered by the caller, staff will ask the caller to hang up and call the consumer's consultant. The consultant and Area CDC+ liaison will then have to become involved to verify the person's identity before a password can be issued. This procedure is for your own protection, so please follow the instructions you are given by Customer Service staff. Thank you for your cooperation in this most important matter of security.

Sherry Jackson News

APD is sad to report that CDC+ Program Administrator Sherry Jackson has accepted a position with the Department of Elder Affairs and her last day at APD was May 5.

Sherry was instrumental in the decision to make APD the government Fiscal/Employer Agent for CDC+. Under her leadership, the program has become more accountable and responsive to consumers' needs. A new administrator will be hired soon.