

CDC+ CONSULTANT ADVISORY #2020-016
[COVID-19 CDC+ PROGRAM INFORMATION AND UPDATES]

ACTION REQUIRED

PLEASE READ: COVID-19 PROGRAM INFORMATION AND UPDATES

Due to the current COVID-19 pandemic, many State of Florida employees have been directed to telework. Although we have not received directives of full office closures to date, the possibility of this occurring is high. Therefore, we are asking for your patience and cooperation during this difficult time while we work to ensure agency services, such as quick update, purchasing plan, and provider packet reviews, are minimally impacted.

Unfortunately, workers do not have the full capabilities of performing all work duties from home; therefore, we are asking that CDC+ Representatives please limit the submittal of new requests to immediate health and safety needs only. We will be reviewing all requests; however, a prioritization of urgency will be applied to all reviews, so turnaround time for determinations may be delayed. In addition, we will not be processing requests for duplicate paystubs, and applications will be processed as able, but we will not begin enrollment until next fiscal year due to the unknown timeline of this pandemic.

Also, please remind all CDC+ Representatives of the CDC+ program flexibility with current services and service providers. We understand the consumer's monthly purchases may be different than their typical monthly purchases due to day program and school closures, so the billing system has been developed to allow for flexibility in providers' hours.

Representative can bill over the number of hours an employee is approved for on the purchasing plan **as long as** the account has sufficient funds to cover the additional hours. If you have budgeted for a day program or other non-restricted service that is not able to provide services at this time, the funds allocated to the service/support can be used for another provider who is available. If billing more than the number of hours for an employee in the services section, please be aware that a blue message will appear informing the Representative that they are billing over. This message is NOT prohibiting the Representative from billing, but rather asking them to review their purchasing to ensure it is still reflective of the consumer's needs.

Due to the situation, no updates to purchasing plans are needed to move hours from one non-restricted service to another; therefore, the Representative should simply scroll down and hit the "return" key and a tracking number will be provided. However, if the account does not have sufficient funding available to cover the additional hours, the claim will NOT pay out. Therefore, it is more crucial than ever to ensure the account is reconciled regularly during this time. For more information about the flexibility of the billing system, please refer to the Secure Web-Based Payroll System User Guide at <https://apd.myflorida.com/cdcplus/submissions/>.

**Please be sure the information provided above is dispersed to all of your CDC+ Representatives.

COVID-19 Website and Call Center

Please visit the Department of Health's dedicated COVID-19 webpage at <https://floridahealthcovid19.gov/> for information and guidance regarding COVID-19 in Florida.

If you have questions related to COVID-19 in Florida, please call the COVID-19 Call [Center at \(866\) 779-6121](tel:8667796121). The Call Center is available 24 hours a day. Inquiries may also be emailed to COVID-19@flhealth.gov